



Trauma Notification Training



Victim Services Division Trauma Notification Team Training Facilitators Guide



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INTRODUCTION

Trauma Notification Team (TNT) Training provides participants with information on a four-step, evidence-informed trauma notification model for providing sensitive notifications with professionalism, dignity, and compassion.

Course Objectives

This course outlines the four-step national trauma notification model and provides guidance on providing notifications after a mass violence incidence with some special considerations.

At the end of this course, participants will be able to: use the four-step national trauma notification model to provide notifications when requested by external partners.

Learning outcome 1: Identify each task in the four-step trauma notification model.

Learning outcome 2: Prepare for a variety of unique situations in the aftermath of mass violence incidents.

Learning outcome 3: Review proper trauma notification process through the use of scenarios.

Target Audience

The target audience for this course consists of individuals responsible for:

- Providing trauma notifications
- Responding to mass violence incidents (MVI)
- Case coordination

Prior to taking this course, these individuals should have:

- Interpersonal skills
- Strong communication skills
- Awareness of their strengths and weaknesses when working with victims

Prior to taking this course, these individuals should know:

- The four-step model outlining the “Trauma Notification” web-based training found at www.fbi.gov/traumanotification
- Local standard operating procedures
- External partners responsible for conducting trauma notifications

The target audience consists of people in the following positions:

- Law enforcement
- Medical examiners/coroners
- Medicolegal investigators
- Victim Advocates
- Chaplains

ABOUT THIS GUIDE

This facilitator guide has been assembled as a companion to the PowerPoint files for the training course. It has been developed to assist facilitators in leading course presentations. The facilitator guide includes more detail on instruction and specific information about presentation of the material and facilitation of exercises.

The Course Content section of this guide consists of the following items, organized by lesson:

- Learning outcomes
- A description of the instructional method
- Layouts and instructional method used
- Time allocation for each lesson
- Practice scenarios
- Pre-test and Post-test, with answer keys
- Review of learning outcomes

COURSE SCHEDULE

A recommended course delivery schedule is provided, based on a half day (2.5-3 hours) session. The recommended schedule below provides the approximate time allotted for starting time for each module. The actual times for each of these activities may vary slightly.

Time Allotted:	Topics Covered:
0:00-0:15	Welcome
0:15-0:30	Introductions, Agenda Overview, Pre-Test
0:30-1:15	History of the Trauma Notification Initiative; Four-step model
1:15-2:00	Breakout Instructions with Scenarios
2:00-2:20	Scenario Breakout Groups
2:20-3:00	Scenario Review, Post Test, Course Evaluation

COURSE ADMINISTRATION

Pre-Course Activities

All participants should be encouraged to complete the web-based Trauma Notification Training located on www.fbi.gov/traumanotification. This course should be completed at least one week prior to the Trauma Notification Training (TNT).

Equipment

The facilitator is responsible for all equipment needed during this course. This includes training materials, handouts, classroom supplies, laptop/tablet, and/or thumb drive with training materials. The facilitator should test all technology prior to running each course.

Evaluations

Surveys can be issued via hard copy or online.

This course's evaluation can be found in the Instructor Resources at www.fbi.gov/traumanotification.

Course Exam

This course has a pre-test and a post-test that should be administered to all participants. These tests are a simple knowledge check that assess the trainer's ability. Both the pre-tests and post-tests are scored and averaged to obtain the overall percentage. The percentage of the post-test is subtracted from the pre-test to obtain the overall increase or decrease of the participants knowledge.

Participants will not be given results of this test prior to leaving the classroom. Answer keys can be found in the Instructor Resources at www.fbi.gov/traumanotification.

Updates to the Course Material

While a good deal of effort has gone into the development of this training course, it is inevitable that both facilitator(s) and participant(s) will find errors, omissions, or other shortcomings that need to be addressed. Please encourage the participant(s) to bring to your attention any problems they experience with the course. Corrections can be made in subsequent versions of the course materials.

COURSE FACILITATION

Suggested Course Checklist

Thirty days prior to training event

- ☐ Date selected
- ☐ Approval received
- ☐ Recruitment email sent out to intended audience

Three weeks prior to training event

- ☐ Facilitator becomes knowledgeable of guide and practices delivery

Ten days prior to training event

- ☐ Ensure all handouts are copied
- ☐ Reminder emails sent to participants of event

Twenty-four hours in advance

- ☐ Check classroom technology
- ☐ Set-up classroom

During training event

- ☐ At least one hour prior to start, log into technology
- ☐ Test all media

One week after training event

- ☐ Analyze data from the evaluations

COURSE CONTENT

BACKGROUND

The way family members are notified that their loved one has died can impact their grief and mourning process. The survivors are often in a state of shock and anguish, with their emotional reactions significantly influenced by the way the death notification is made. The behavior of the death notifier and words utilized not only impact the survivors' grief process but may stay with the survivor forever. The ability to learn about information associated with their loved one's death is associated with a gradual realization about what happened and the slow rebuilding of their life after this traumatic loss (de Leo, D., Anile, C., and Ziliotto, 2015). The family member and person making the death notification are linked together by this traumatic moment forever.

In 2023, the estimated number of murders in the nation was 2,830 (CDC, n.d.). In 2023 there were 48 active shooter incidents (FBI, n.d.-a), preceded by 50 in 2022 and 61 in 2021 (FBI, n.d.-b). Medicolegal Investigators¹ and Law Enforcement must be prepared to provide compassionate, timely, and professional trauma notifications to family members of those murdered. This publication was prepared by government employees working within the scope of their employment.

Family members of those killed in mass violence incidents have consistently commented that the death notifications they received were insensitive and uninformed. The FBI identified the lack of death notification training and preparedness as a large gap in the community response to Mass Violence Incident (MVI) victims. As such, the FBI's Victim Services Division (VSD) and Office of Partner Engagement (OPE) along with Penn State University partnered together and developed a research-informed online training called, "We Regret to Inform You...Providing Sensitive Death Notifications with Professionalism, Dignity, and Compassion." This four-step model was initially developed by Mothers Against Drunk Driving. It was launched during National Crime Victim's Rights Week in April 2015.

In 2023, the FBI launched Trauma Notification Training (TNT). There has been increased interest for an in-person version of the TNT hence, this Guide will provide a path for those seeking to lead this training in person. It is designed to outline the four-step process of the national model utilized by the Federal Bureau of Investigation (FBI). This Guide will also provide trauma notification guidance for providing these notifications after an MVI and some of the special considerations. It is encouraged that community planning and preparation for MVIs, include the development of trauma notification teams. These teams are trained individuals who are identified in advance and can be called upon to assist if necessary. The Guide will provide a blueprint for preparing medicolegal investigators and law enforcement for best practices in the event of mass violence incidents.

TRAUMA NOTIFICATIONS: A VICTIM-CENTERED APPROACH

It is not uncommon for those in the helping roles to inadvertently inflict additional trauma on crime victims and survivors. Individual trauma results from an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening and that has lasting adverse effects on the individuals functioning and mental, physical, social, emotional, or spiritual well-being (SAMHSA, 2014). The first step in providing professional, compassionate trauma notifications with dignity involves preparedness. People that are best prepared to provide these notifications are identified and trained in advanced. These professionals demonstrate a multitude of characteristics, such as, compassion, empathy, patience, teamwork, cultural responsiveness, flexibility, adaptability and are victim-centered and trauma-informed. In addition, they demonstrate a willingness to learn, ability to gather and synthesize a lot of information

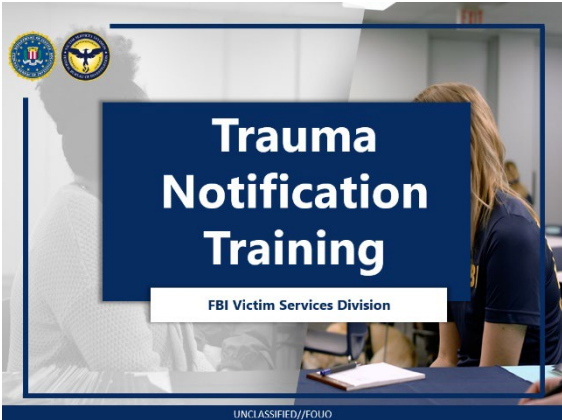
¹Term includes medicolegal investigators, deputy coroners, and death investigators.

in a short amount of time, active listening skills, tolerance in high stress situations, and comfort with a variety of human reactions.

What does it mean to be victim-centered? *A victim centered approach places the crime victims' priorities, needs, and interests at the center of the work with the victim; providing non-judgmental assistance, with an emphasis on client self-determination (one's ability to make choices), where appropriate, and assisting victims in making informed choices; ensuring that restoring victims' feelings of safety and security are a priority and safeguarding against policies and practices that may inadvertently re-traumatize victims ensuring that victims' rights, voices, and perspectives are incorporated when developing and implementing system and community-based efforts that impact crime victims* (Office for Victims of Crime, n.d.). How will you ensure that the trauma notifications you provide is victim-centered?

What does it mean to be trauma-informed? According to the Substance Abuse and Mental Health Services Administration (SAMHSA), there are four key assumptions in a trauma-informed approach. First, there is a basic realization about the trauma as well as an understanding on how this trauma impacts individuals, families, groups, and communities. Second, there is an ability to recognize the signs of trauma. The signs may not be obvious. An individual may be silent or not present as he or she processes the trauma. Third, the response to trauma should include the six key principles of a trauma-informed approach. Finally, this approach seeks to resist re-traumatization. There are six key principles of a trauma informed approach. These principles include safety, trustworthiness and transparency; peer support, collaboration and mutuality; empowerment, voice, and choice; historical awareness (2014). How will you apply these six principles as you prepare to make a trauma notification?

Welcome

Estimated Time		Overview
One slide: 4.25 mins		Welcome participants
Slide 1	Script	Notes to Facilitator
<p>Title Slide</p> 	<p>Welcome to the Trauma Notification Teams training. My name is _____ and I'll be your facilitator today.</p> <p>As you may know, TNTs are specially trained groups of law enforcement, victim advocates, chaplains, etc. using an evidence-informed protocol.</p> <p>FBI is not in the business of fatality management however we have been asked to do trauma notifications in the aftermath of mass violence incidents.</p> <p>TNT's can be force multipliers for FBI external partners who request assistance with trauma notifications.</p> <p>TNT's can assist in making notifications in non-lethal incidents such as crimes against children, bank robberies, traumatic injuries, hospitalizations, and car accidents.</p> <p>The TNT will allow you to be prepared to do trauma notifications in the community or in your agency/organization.</p> <p>It is imperative that anyone providing a trauma notification be trained in advance. Often, this is the first time you will engage with a victim/next of kin (NOK) so this is the first opportunity you have to build rapport.</p>	<p>Preparation If there is someone from the Agency's Leadership, ask them to start out by welcoming everyone and stress the importance of being prepared.</p> <p>Your welcome comments should follow the Leadership welcome.</p> <p>Facilitator Activities</p>

	<p>Trauma notifications are the beginning of someone's life without their loved one.</p> <p>We will be here for approximately 3 hours today with a break.</p> <p>Let's get started.</p> <p>Advance to the next slide.</p>	
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Facts

Estimated Time		Overview	
One slide: 1 minute		Statistics	
Slide 2	Script	Notes to Facilitator	
Facts	<p>These statistics highlight the number of deaths and active shooter incidents.</p> <p>Question: How does the FBI define an active shooter?</p> <p>An active shooter is an individual actively engaged in killing or attempting to kill people in a populated area, and recent active shooter incidents have underscored the need for a coordinated response by law enforcement and others to save lives.</p> <p>Most trauma notifications occur in homicides, motor vehicle incidents, suicides and overdoses. If LE is trained on doing trauma notifications in their daily work, they will be prepared in the event of a mass violence incident</p> <p>Trauma notifications are not a matter of “if” but rather “when”.</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities None</p> <p>Links:</p> <p>Centers for Disease and Prevention https://www.cdc.gov/nchs/fastats/homicide.htm</p> <p>National Law Enforcement Officers Memorial Fund https://nleomf.org/</p> <p>FBI Active Shooter Resources https://www.fbi.gov/resources/active-shooter-safety-resources</p>	


Objectives

Estimated Time		Overview
One slide: 45 secs		Review objectives
Slide 3	Script	Notes to Facilitator
<p>Objectives</p> <div> <div>Learning Objectives</div> <ul style="list-style-type: none"> Identify each task in the four-step trauma notification model. Prepare for a variety of unique situations in the aftermath of mass violence incidents. Review proper trauma notification process through the use of scenarios. <div>UNCLASSIFIED//FOUO 3</div> </div>	<p>By the end of today you will be able to:</p> <ul style="list-style-type: none"> Identify each task in the four-step trauma notification model. Prepare for a variety of unique situations in the aftermath of mass violence incidents. Review proper trauma notification process through the use of scenarios. <p>Any questions at this time?</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities None</p>

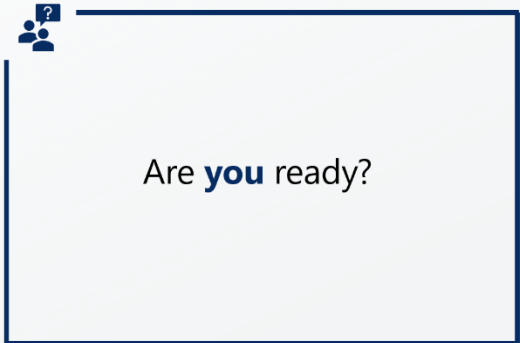
Agenda

Estimated Time		Overview
One slide: 15 secs		Review agenda
Slide 4	Script	Notes to Facilitator
<p>Agenda</p>  <ul style="list-style-type: none"> • Introductions <ul style="list-style-type: none"> ◦ Pre-test • History • Four-step process • Scenario Instructions • Breakout Groups • Scenario Review • Wrap-Up <ul style="list-style-type: none"> ◦ Post-Test ◦ Evaluations <p>UNCLASSIFIED//FOUO</p>	<p>This is the agenda for our time together.</p> <p>The TNT will include anonymous pre and post tests to measure our training abilities, an overview of the four-step model, and scenario based small groups so participants can assimilate the information and teach it back to the group.</p> <p>Evaluations will be given so we can continue to improve the material and training.</p> <p>Who likes to do role plays?</p> <ul style="list-style-type: none"> • Role plays are not part of the TNT. <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities None</p>


Introductions

Estimated Time		Overview
One slide: 1.30 minutes		Participant and Facilitator Introductions
Slide 5	Script	Notes to Facilitator
<p>Introductions</p> 	<p>I would like to get to know who is in the room today. Let's do introductions. What I would like to know is your name, violations worked, any professional experience you have making trauma notifications and any training you may have received to prepare you for making a trauma notification.</p> <p>If external partners are present (coroners/medicolegal investigators), allow them to introduce themselves and the role of their agency.</p> <p>Facilitators' introduction should follow and include the following:</p> <ul style="list-style-type: none"> • What squad/violations do you work? • Prior experience with professional trauma notifications? • Years of experience you have working with victims • Experience with any mass violence incidents <p>After introductions, pass out the pre-test with the following instructions:</p> <ul style="list-style-type: none"> • I am passing out the pre-test to measure how much you know about this topic prior to our review • This is anonymous so please do not put your name on it. • Take about 2 mins to answer the questions and then pass them back to me. <p>Advance to the next slide.</p>	<p>Preparation Allow them to do introductions first and then you follow with your professional background information</p> <p>Facilitator Activities Hand out pre-tests after the introductions are done and gather them when they are completed.</p>

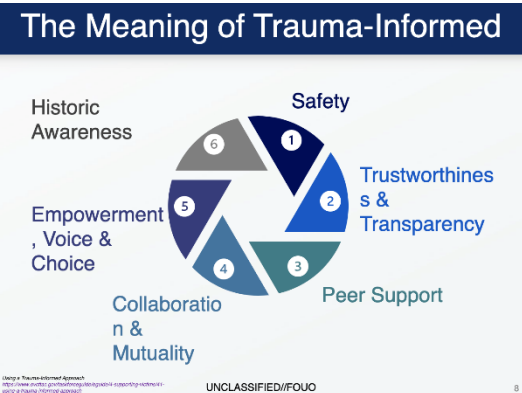
Are you ready?

Estimated Time		Overview
One slide: 1.5 minutes		Readiness discussion
Slide 6	Script	Notes to Facilitator
<p>Are you ready?</p>  <p>UNCLASSIFIED//FOUO 6</p>	<p>So, are you ready to provide trauma notifications?</p> <p>This TNT training will allow an opportunity for you to assess if you are ready (personally and professionally) to make trauma notifications.</p> <p>The first step to being ready is being trained.</p> <p>Not everyone that is trained has to do death notifications if there is something about the incident that is too close to home (i.e., a child death when the notifier has a child around a similar age). You are not obligated to do a trauma notification.</p> <p>Due to the sensitivities around making trauma notifications, everyone in this room should be here voluntarily and not because you were voluntold.</p> <p>Ex.) If you have school aged children and are responding to a school shooting, you may want to bow out of doing trauma notifications.</p> <p>Advance to the next slide.</p>	<p>Preparation The intent is creating awareness around the difficulty of doing a trauma notification.</p> <p>It is important for the facilitators to make sure that they introduce the thought of self care at the beginning as it will be highlighted later on in this training.</p> <p>Facilitator Activities None</p>

History

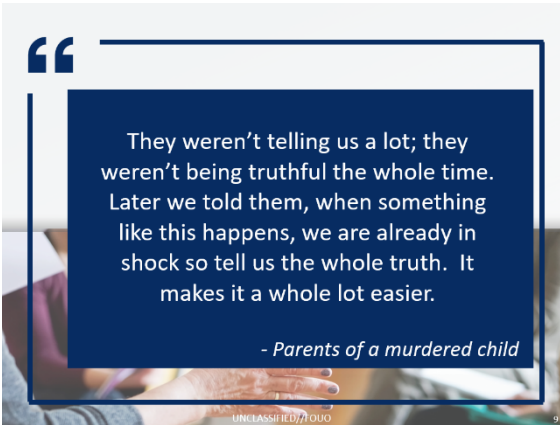
Estimated Time		Overview
One slide: 4 minutes		We Regret to Inform You...
Slide 7	Script	Notes to Facilitator
<p>Trauma Notification Training</p>  <p>www.fbi.gov/traumanotification</p> <p>UNCLASSIFIED//FOUO 7</p>	<p>Question: How many of you have taken this online training?</p> <p>This training was developed after the Navy Yard shooting that took place in Washington DC in 2013 and launched in 2015.</p> <p>The FBI's Victim Services Division (VSD) reviewed quite a few death/trauma notification models. Mothers Against Drunk Driving developed a four-step, trauma-informed model that is used by victim advocates and taught by Concerns of Police Survivors (COPS) to use in the aftermath of a line of duty death.</p> <p>In 2015, VSD developed the online training, this is the new iteration of that. To date we have over half of the field offices trained with over 800 individuals on the team. This model reduces systems impact of trauma using an evidence-informed approach to making death notifications.</p> <p>Question: What does it mean to be trauma informed?</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities None</p>

Trauma Informed Approach

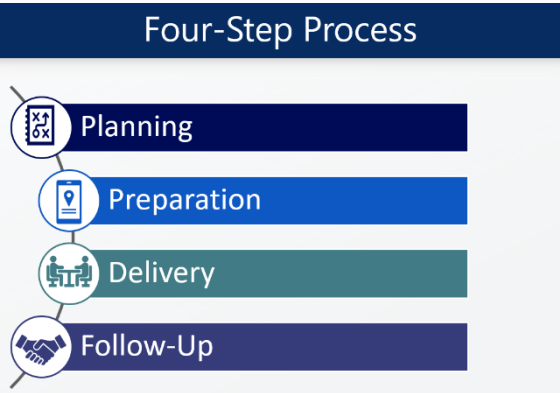
Estimated Time		Overview
One slide: 7.5 minutes		Trauma informed
Slide 8	Script	Notes to Facilitator
<p>What does it mean to be trauma-informed?</p>  <p>The Meaning of Trauma-Informed</p> <p>Historic Awareness</p> <p>Safety</p> <p>Trustworthiness & Transparency</p> <p>Peer Support</p> <p>Collaboration & Mutuality</p> <p>Empowerment, Voice & Choice</p> <p>UNCLASSIFIED//FOUO</p>	<p>Trauma-informed is not just a buzz word, it is a behavior, and this training was developed in a trauma-informed manner.</p> <p>There are six key principles. They are:</p> <ul style="list-style-type: none"> • Safety <ul style="list-style-type: none"> ○ What do victims need to feel safe? ○ What are their boundaries? ○ Safety means different things to different people ○ Ask the victim if they feel safe and if they don't, what would make them feel safe or more comfortable • Trustworthiness and Transparency <ul style="list-style-type: none"> ○ Be honest. If you can't answer a question, explain the reason ○ If you don't know the answer, say that you don't know. • Peer Support <ul style="list-style-type: none"> ○ Ask the victim if there is someone that you can call or ask to come over to them for support. ○ Victims talk to one another so ensure that all victims are given the same information • Collaboration and Mutuality <ul style="list-style-type: none"> ○ Recognize your role with the victim. There may be an 	<p>Preparation None</p> <p>Facilitator Activities</p>

	<p>unspoken power differential between both of you.</p> <ul style="list-style-type: none"> ○ You could restate your role and specific purpose in a caring tone. <ul style="list-style-type: none"> • Empowerment, Voice and Choice <ul style="list-style-type: none"> ○ Recognize the victims' strength. ○ Give victims' choices no matter how small. ○ For example, ask victim what name they preferred to be called by or referred to. • Historical Awareness <ul style="list-style-type: none"> ○ Recognize that the victims' needs and reactions may be influenced by each individual's unique experience ○ Be aware of historical trauma for the victim and their community such as prior mass violence incidents or natural disasters. <p>Why is it important to address victims in a trauma-informed, manner?</p> <ul style="list-style-type: none"> • We only get once chance at trauma notifications. We can't change their loss, but we can make sure we don't add to their trauma. <p>Advance to the next slide.</p>	
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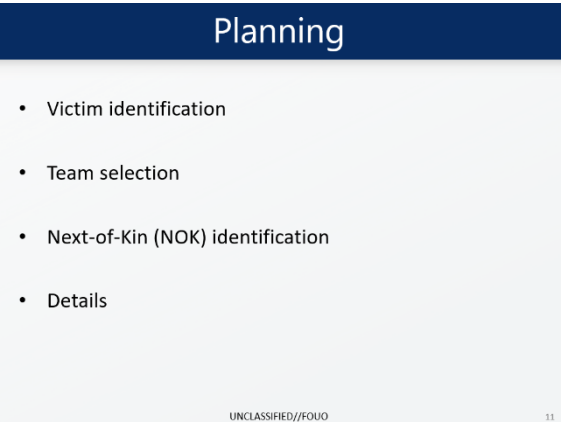
Transparency

Estimated Time		Overview
One slide: 1.45 minute		Quote from a family
Slide 9	Script	Notes to Facilitator
<p>Quote</p> 	<p>This quote demonstrates why it is important to be transparent with the family.</p> <p>They have lost everything, but they're holding onto the truth.</p> <p>Sometimes when it is an active investigation, we may not be able to share as much information as we would like with the family as the information isn't confirmed but we should tell the family that it is an open investigation, so they know we are not trying to withhold information from them.</p> <p>An analogy is turning on a water hose, turn it on and don't let it drip.</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities None</p>

Four Step Process

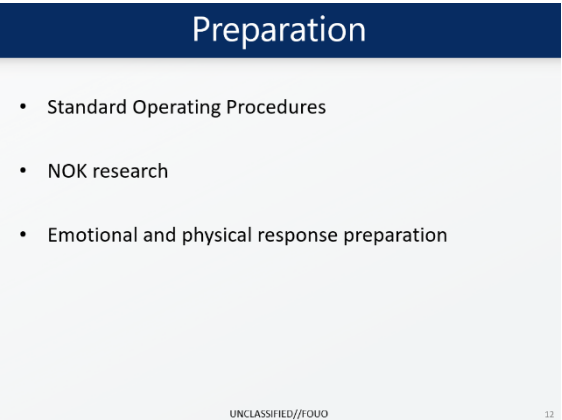
Estimated Time		Overview
One slide: 1.5 minute		Four step process review
Slide 10	Script	Notes to Facilitator
<p>Four step process</p>  <p>UNCLASSIFIED//FOUO 10</p>	<p>This is your ops plan for trauma notification.</p> <p>The four-steps for trauma notification are:</p> <ul style="list-style-type: none"> • Planning • Preparation <p>Planning and preparation will set you up for a successful delivery process.</p> <ul style="list-style-type: none"> • Delivery • Follow Up <p>We will discuss each of these steps and the taskings within each of them</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities None</p>

Planning

Estimated Time		Overview
One slide: 5 minutes		Planning
Slide 11	Script	Notes to Facilitator
<p>Planning</p>  <ul style="list-style-type: none"> • Victim identification • Team selection • Next-of-Kin (NOK) identification • Details <p>UNCLASSIFIED//FOUO 11</p>	<p>Identification of decedent</p> <ul style="list-style-type: none"> • How was the decedent identified? • How does your jurisdiction identify deceased individuals? Do you know? Is it visually or forensically? • Most jurisdictions use visual identification which is not full proof. <ul style="list-style-type: none"> ○ You should be 100% certain about the decedent's identify and the way in which the victim was identified before approaching the Next of Kin (NOK), or the identified family member who has a legal right to make decisions for the victim, with a notification. ○ If you are not 100% certain about the victim's identity, do not do the notification. • Who pronounces death in your community? <ul style="list-style-type: none"> ○ EMT, Fire Rescue, Law Enforcement, Medical Examiner, Coroner? <p>Team Selection</p> <ul style="list-style-type: none"> • Identify a trained team of two to deliver the notification • Do you need an interpreter? • Develop and practice your delivery statement with your team member. 	<p>Preparation None</p> <p>Facilitator Activities</p>

	<ul style="list-style-type: none"> Consider driving together to the next of kin's location <p>Identify the Next of Kin (NOK)</p> <ul style="list-style-type: none"> Who is the legal NOK? Do they live in your jurisdiction or is a remote notification needed by another agency? If so, who is the agency and are they trained to provide death notifications? Is there a specific legal hierarchy of NOK in your jurisdiction? This can be difficult to define based on the community you are working in. <p>Details of death</p> <ul style="list-style-type: none"> Gather the details of the death and check with investigative lead about which details you can share (i.e., where did the death happen, what time did the incident occur, who was with the decedent, etc.) <p>Questions: What do you think is involved with the Preparedness phase?</p> <p>Advance to the next slide.</p>	
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Preparedness

Estimated Time		Overview
One slide: 5 minutes		Preparedness
Slide 12	Script	Notes to Facilitator
<p>Preparation</p>  <ul style="list-style-type: none"> • Standard Operating Procedures • NOK research • Emotional and physical response preparation <p>UNCLASSIFIED//FOUO 12</p>	<p>Become familiar with your jurisdiction's death notification SOPs</p> <ul style="list-style-type: none"> • Who is responsible to pronounce death? • Who is responsible for identifying the victim? • Who is responsible to make the death notification? <p>Research NOK and their residence</p> <ul style="list-style-type: none"> • Division OSTs/SOSs/IAs can assist in capturing the following information: <ul style="list-style-type: none"> ○ Have there been calls for medical emergencies at the NOK location/residence? ○ Have there been officer safety issues at the NOK location/residence? ○ Are there firearms at the location? ○ Does the NOK or others living at that location have a criminal history? ○ Have there been child protection issues at the location/residence? ○ Are there minor children in the home? • Prepare for emotional and physical responses <ul style="list-style-type: none"> ○ For those of you who have made death notifications, what are some of the victim 	<p>Preparation None</p> <p>Facilitator Activities None</p>

	<p>responses that you have witnessed?</p> <ul style="list-style-type: none"> ○ Become familiar with crime victim's responses in advance ○ Allow victims to have emotional responses short of hurting themselves. ○ Do not judge responses <ul style="list-style-type: none"> • Are there any language/cultural considerations? • Are there multiple notifications needed for one family? • Plan for the worse, hope for the best. <p>Question: What do you think are the key elements in the delivery phase?</p> <p>Advance to the next slide.</p>	
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In Person Delivery

Estimated Time		Overview
One slide: 5 minutes		In-Person Delivery
Slide 13	Script	Notes to Facilitator
<p>In Person Delivery</p> <div> <div>In-Person Delivery</div> <ul style="list-style-type: none"> • Primary/Support roles • Confirm NOK • Provide credentials or identification • Location or private space • Brief overview of incident • One sentence delivery • Allow for responses and reactions • Offer to call someone to be with the NOK • Common questions <p>UNCLASSIFIED//FOUO 13</p> </div>	<p>Ideally, trauma notification team should be done in person.</p> <p>Team of two responds to NOK location; use surveillance skills to see if there are children's toys in the yard, dog toys, etc.</p> <p>Notification starts as soon as you leave your vehicle. Be mindful of how you may be seen before the door opens via cameras or windows.</p> <p>Team Lead member is the primary speaker</p> <ul style="list-style-type: none"> • This person should be an investigative official (i.e. Medicolegal Investigator, or Law Enforcement Officer) <p>Support team member observes the notification and provides support</p> <ul style="list-style-type: none"> • This person should be a victim advocate, chaplain, or other trained individual <p>Confirm identity of the person you are addressing</p> <ul style="list-style-type: none"> • Ensure the person you are speaking with is the actual NOK <p>Introduce self and provide credentials</p> <p>Ask to enter the location or if needed create a private space and ask the NOK to sit down; team should sit down too so everyone is on the same eye level</p>	<p>Preparation None</p> <p>Facilitator Activities</p>

	<ul style="list-style-type: none"> • Why is it important to sit down? (Because people may collapse and sustain an injury) • If it is not appropriate to enter the home or if the NOK refuses to let you inside the home, ask them to sit and the support team member can sit next to them • It is important that the person delivering the notification is not standing over the NOK • If the NOK refuses to sit down, be prepared if the individual falls or collapses in response to the news. <p>You may have to ask who else is in the home today.</p> <p>Are there children or pets in the home? Be aware.</p> <p>Provide a brief overview of the incident</p> <p>Provide a one sentence delivery and then pause; be prepared to repeat this sentence as the NOK may be in shock</p> <ul style="list-style-type: none"> • Example: There was a shooting incident at "X location". I am sorry to tell you that your (relationship) (name of decedent) has died. • Specifically say the word, "dead" or "died" versus "lost" or "gone". <p>Use decedent's name and not terms like "the body" or "remains"</p> <p>Leave no room for interpretation.</p> <p>Sometimes it is not what we say but how we say it.</p>	
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	<p>Sometimes there will be silence; be present in their pain without trying to fill the silence</p> <p>Answer all questions honestly If you can't answer a question, explain reasoning why.</p> <p>Question: What do you think are the most common questions we are asked after a trauma notification?</p> <p>Some commonly asked questions include:</p> <ul style="list-style-type: none"> • How do you know it is him/her? • Where did this happen? • Where is my loved one now? • May I see him/her? • What is an autopsy and why is it necessary? • Did they suffer? • Why <p>Explain common questions</p> <ul style="list-style-type: none"> • Is an autopsy required? If so, are there cultural considerations you need to relay to the forensic pathologist? <ul style="list-style-type: none"> ◦ Explain that an autopsy is a surgical procedure to gather evidence. • Is a visual identification required by the NOK in your jurisdiction? If so, when does it need to be done? Can someone drive the NOK? Will there be any support at the identification location? <p>Ask the NOK if you or the support team member can contact them within the next 24 hours for follow up</p>	
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	<ul style="list-style-type: none"> • If so, obtain the NOK's contact information • Ask NOK how they prefer to be contacted (in-person, phone, text, email) <p>Ask if there are other family members that the NOK would like you to contact (i.e., there may be a family member in the military, incarcerated or overseas and the NOK may need help navigating those systems)</p> <ul style="list-style-type: none"> • If other family members are not in your jurisdiction, you will need to identify the appropriate agency that can provide this notification in person <p>Provide "Coping with Grief" brochure so the NOK has written material (this is available in the 10 most common languages); do not inundate the family with business cards</p> <p>If the VS is not present during the trauma notification, provide the family with his/her business card; ensure that you tell the VS that they need to contact the next of kin</p> <p>Provide contact information for the Victim Specialist who will follow up if one is not present during the death notification</p> <p>Do not leave NOK alone</p> <ul style="list-style-type: none"> • Contact chaplain, family friend, clergy, etc. • Team is there to provide support; it is not our role to share faith/ideology/beliefs • There are individuals who prefer to be alone despite best efforts to contact someone. Their wishes should be 	
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	<p>respected with an offer to call them within a few hours to check in.</p> <p>Question: While trauma notification should be in person, can anyone think of a time you had to do it remotely?</p> <ul style="list-style-type: none"> • Allow answers <p>Why do you think death notifications should be done in person?</p> <ul style="list-style-type: none"> • We don't know if the person is driving, at work, grocery store, etc. • We don't know if the person has a medical condition. • We don't know if the person has children with him. <p>Dignity and respect are imperative when children are present.</p> <p>Question: When we go out to meet with the next of kin, what do you think are helpful things to say?</p> <p>Advance to the next slide.</p>	
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Helpful Supportive Statements

Estimated Time		Overview
One slide: 1 minute		Helpful statements
Slide 14	Script	Notes to Facilitator
<p>Helpful Supportive Statements</p> <div> <p>Helpful Supportive Statements</p> <ul style="list-style-type: none"> • I am so sorry • People can experience many different feelings at the same time • Most people who have gone through this react similarly to you • This may be one of the most difficult times in your life <p>Recognize that silence is okay too</p> <p>UNCLASSIFIED//FOUO 14</p> </div>	<p>There is nothing we can say that will take away the pain of someone's loss. Here are a few statements that you could say.</p> <p>It is important to provide a clean, unquestionable statement.</p> <p>Sometimes we need to sit silently with a family. Don't fill up the silence.</p> <p>Question: Are there others that you think will be helpful?</p> <p>Question: What are some helpful things people say that are not helpful?</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities None</p>

Pitfall Statements

Estimated Time		Overview
One slide: 3 minutes		Statements not to say during a death notification
Slide 15 and 16	Script	Notes to Facilitator
<p>Pitfall Statements</p> <ul style="list-style-type: none"> • The body.... • I know how you feel. <i>(You don't.)</i> • I understand... • Time heals all wounds. <i>(It doesn't.)</i> • You need to be strong. <i>(They don't.)</i> • You'll get over this someday. <i>(They may not.)</i> • He was just in the wrong place at the wrong time. <p>UNCLASSIFIED//FOUO 15</p> <p>Additional Pitfall Statements</p> <ul style="list-style-type: none"> • You must go on with your life. • You will find closure. • He didn't know what hit him. • It's best to remember him the way he was. • You don't need to know that. • You don't want to see him. • Religious phrases • Think of all your happy memories. <p>UNCLASSIFIED//FOUO 16</p>	<p>Most people are well meaning however, these are things said to families that are hurtful. Here are just a few:</p> <ul style="list-style-type: none"> • The body.... <ul style="list-style-type: none"> ○ Never refer to their loved one as a "thing" such as a body or remains. Use the decedent's name or relationship to that individual (your son, daughter, sister, etc.) • I know how you feel. <ul style="list-style-type: none"> ○ You don't. This is not the time to share your loss experience as all losses are different. • I understand <ul style="list-style-type: none"> ○ You don't. Each experience is different. • Time heals all wounds. <ul style="list-style-type: none"> ○ It doesn't. There will always be an empty seat at their table and a void at major life events. ○ It is important to note that grief ebbs and flows like an ocean. ○ Grief lasts for a period of time; mourning lasts for a lifetime. • You need to be strong. <ul style="list-style-type: none"> ○ They don't. Children often mimic what they see. If adults remain stoic, children may think they need to be stoic as well. • You'll get over this someday. 	<p>Preparation None</p> <p>Facilitator Activities</p>

	<ul style="list-style-type: none"> ○ They may not. • He was just in the wrong place at the wrong time. <ul style="list-style-type: none"> ○ Where is the wrong place and the wrong time? ○ There is no metric for where an Active Shooter occurs. • You must go on with your life. <ul style="list-style-type: none"> ○ They may not feel like they will ever go on with their life without their loved one. • You will find closure. <ul style="list-style-type: none"> ○ Closure is a word that we do not use with victims. ○ Death is final; grief is a process. ○ They determine how to incorporate this loss into their life and telling them they will find closure implies that they will get over this loss. • He didn't know what hit him. <ul style="list-style-type: none"> ○ We don't know this to be true. ○ Many NOK want to know if their loved one was in pain before they were killed. It is important to refer these questions to a pathologist who completed the autopsy. ○ If you tell them that their loved one died instantly and they find out through the autopsy report or a testifying pathologist that their loved one was alive for a short period of time, this can be devastating. ○ (Ex: if their loved one was alive for 30 seconds, go home and put 	
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	<p>a cup of coffee in the microwave for 30 seconds. This will be the longest 30 seconds of your life if this was your child)</p> <ul style="list-style-type: none"> • It's best to remember him the way he was. <ul style="list-style-type: none"> ○ This response can be given by a person who is being asked by the victim if they can see their loved one. • You don't need to know that. <ul style="list-style-type: none"> ○ If we can't tell the NOK certain information, tell them why you can't. ○ If we don't know the answer to the question they are asking, it is important to tell them you will do your best to find out and follow up. Then make sure you follow-up. • You don't want to see him. <ul style="list-style-type: none"> ○ This is a question best posed to the Medical Examiner/Coroner after you know what the options are in your jurisdiction. ○ We don't want to be the person telling the NOK what they can and can't view. ○ Most times, we advise the family that they can work with their funeral home to view their loved one in private on their own timeline. • Religious phrases <ul style="list-style-type: none"> ○ (Ex., "God wanted another angel" etc.) • Think of all of your happy memories. 	
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- They would prefer to have their loved one here to make new memories.

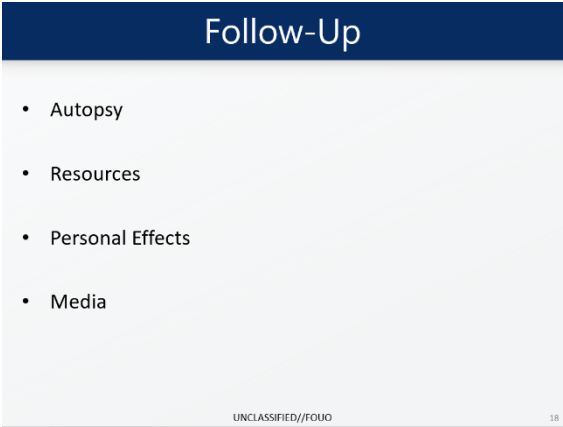
Question: What do you do if the NOK does not live in your AOR?

Advance to the next slide.

Remote Notification

Estimated Time		Overview
One slide: 2.5 minutes		Remote, in-person death notifications
Slide 17	Script	Notes to Facilitator
<p>Remote notification</p> <div> <div>Remote Notifications</div> <ul style="list-style-type: none"> • Trauma notifications should always be done in person, unless there are exigent circumstances • Identify jurisdiction for the NOK location • Contact jurisdiction to request in person notification with a team of two • Local jurisdiction follows same delivery process but will have primary agency available by phone to provide additional information and answer questions <div>UNCLASSIFIED//FOUO 17</div> </div>	<p>Trauma notifications should always be made in person by a team of trained individuals and never telephonically unless exigent circumstances are present.</p> <p>Remote notifications should be made by another law enforcement agency in person as opposed to a telephonic notification as we don't know if people are driving when they are called nor do we know if they have any medical conditions that we could exacerbate.</p> <p>Team should ask the remote team to go out and make the notification in person.</p> <p>If the remote team is not trained, provide a quick overview of the four-step process, ask if you can be on the phone when the remote team gets to the house and makes the notification or be available by phone for the remote team to contact.</p> <p>Interpreters may be needed to translate during a death notification. If they are unable to be with the team during the notification, they may have to translate via telephone while the team is providing the notification.</p> <p>Question: What do you think are the most common questions that the NOK ask us during follow up conversations?</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities None</p>

Follow Up

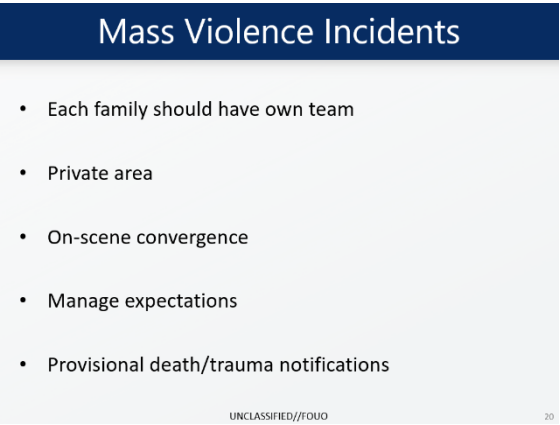
Estimated Time		Overview
One slide: 5 minutes		Common follow up topics
Slide 18	Script	Notes to Facilitator
<p>Follow up</p> 	<p>If the VS has not gone out on the delivery it is best practice to engage the VS or a Victim Services Provider.</p> <ul style="list-style-type: none"> Information about the autopsy process <ul style="list-style-type: none"> How long will it take for their loved one to be autopsied? When can they plan a funeral? (Refer them to their funeral home so the funeral director can go direct with the ME/Coroner's office) This varies with religions and cultures. Resources to pay for their loved one's funeral as most people don't have life insurance on their children <ul style="list-style-type: none"> Crime Victims Compensation (CVC), a state program created to help victims of violent crime with out of pocket expenses. CVC varies by state so make sure that your VS is engaged Inquiries about their loved one's personal effects <ul style="list-style-type: none"> What is the #1 item families want? (Phone as it has contacts and photos)--this is the most common item LE 	<p>Preparation None</p> <p>Facilitator Activities</p>

	<p>tends to keep for the investigation</p> <ul style="list-style-type: none">○ Jewelry-can often ask ERT to collect these items during autopsy if not needed for evidence○ Items should be cleaned before giving back to NOK unless there are cultural considerations <ul style="list-style-type: none">• Inquiries about the media<ul style="list-style-type: none">○ Homeowners can call local law enforcement if media is on their property as it is private property <p>Question: Do you remember the 4-step process?</p> <ul style="list-style-type: none">• Planning• Preparing• Delivery• Follow Up <p>Advance to the next slide.</p>	
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Post Notification Recap

Estimated Time		Overview
One slide: 2 minutes		Post notification recap between team members
Slide 19	Script	Notes to Facilitator
<p>Post notification recap</p> <div> <div>Post-Notification Recap</div> <ul style="list-style-type: none"> • Discuss NOK's reaction and personal reaction • Stress reduction • Resources </div> <p>UNCLASSIFIED//FOUO 19</p>	<p>Question: Why is the post notification recap important?</p> <ul style="list-style-type: none"> • Allow responses • It allows us to process the impact on us as notifiers • If we speak to our experience, it may take it out of our subconscious. <p>Check in with the TNT Coordinator (this is not a role but a concept, someone who can ensure safety of team and accountability) so she/he knows you are done with your notification.</p> <p>Ask your fellow team member how they thought the notification went?</p> <p>What are things you learned?</p> <p>What would you do differently?</p> <p>The post notification recap is a big part of self-care as it helps us talk about the notification and get it out of our heads.</p> <p>Now we will discuss how to apply the 4-step process to Mass Violence Incidents.</p> <p>Question: How is a mass violence incident defined?</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities</p>

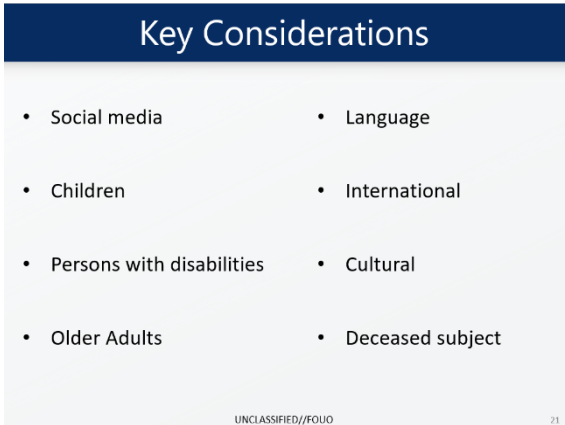
Mass Violence Incidents

Estimated Time		Overview
One slide: 7 minutes		Mass violence incidents
Slide 20	Script	Notes to Facilitator
<p>Mass violence incidents</p>  <ul style="list-style-type: none"> • Each family should have own team • Private area • On-scene convergence • Manage expectations • Provisional death/trauma notifications <p>UNCLASSIFIED//FOUO 20</p>	<p>Now that we've learned about the four steps, lets apply them to mass violence incidents.</p> <p>DOJ's Office for Victims of Crime (OVC) defines mass violence as an intentional violent criminal act, for which a formal investigation has been opened by the Federal Bureau of Investigation (FBI) or other law enforcement agency, that results in physical, emotional, or psychological injury to a sufficiently large number of people to significantly increase the burden of victim assistance and compensation for the responding jurisdiction as determined by the OVC Director. OVC will evaluate whether the community has been overwhelmed by the violent criminal act; that determination will vary by location and incident.</p> <p>Communities will generally set up the Family and Friends Reception Center (FFRC), a location where individuals gather immediately after the MVI to obtain information.</p> <p>Each family should be assigned their own team. (Ideally, there should have had 98 trained team members in Pulse as there were 49 deceased)</p> <p>Family members and their teams should sit in a private area, as best as possible.</p>	<p>Preparation None</p> <p>Facilitator Activities None</p>

	<p>Trauma notifications should not be done in a room where family members are called in to receive the notification. This will increase anxiety for those that are still waiting.</p> <p>The National Transportation Safety Board (NTSB) estimates that the on-scene convergence is approximately 6-8 family members per family so you need to make sure you have a location that is large enough to accommodate all of these people.</p> <ul style="list-style-type: none"> • Pulse had approximately 10-12 family/friends per victim as it was a Latino community with biological and chosen family <p>Provisional trauma notifications are those notifications that occur when there are fragmented remains that need further forensic testing.</p> <p>Provisional death notifications are not ideal but sometimes they are all we have until a forensic identification can be done. This could mean utilizing language such as, “we don’t have 100% forensic identification of all the victims at this time, however it is likely that your loved one is deceased.” This should only be said after consultation with the lead law enforcement agency and/or Medical Examiner/Coroner.</p> <p>Law enforcement should not eat or take calls in the same space as the victims as it can be perceived as insensitive and uncaring; since there are teams of two, one team member can take a break one at a time</p>	
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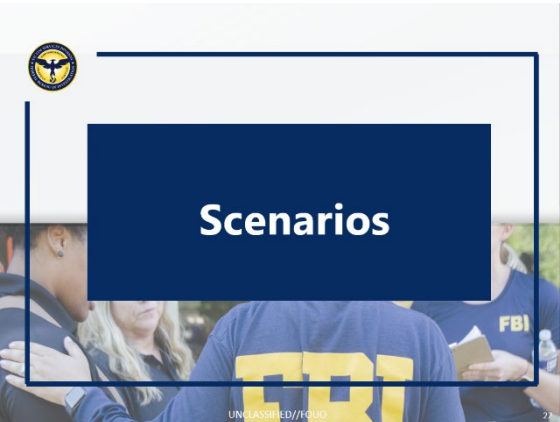
	<p>Victims should receive regular updates from officials even if there is no new information to release. It shows the families that officials remain engaged with them.</p> <p>Local officials should never release names of the victims until they are ensured that all death notifications have been made.</p> <p>Autopsy reports should be hand delivered to the NOK before they are released to the media.</p> <p>Questions: What are some key considerations that you think we encounter when making death notifications?</p> <p>Advance to the next slide.</p>	
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Key Considerations


Estimated Time		Overview
One slide: 3 minutes		Key considerations to remember
Slide 21	Script	Notes to Facilitator
<p>Key considerations</p>  <ul style="list-style-type: none"> • Social media • Language • Children • International • Persons with disabilities • Cultural • Older Adults • Deceased subject <p>UNCLASSIFIED//FOUO 21</p>	<p>Here are a few considerations that are common to trauma notifications:</p> <p>Social Media</p> <ul style="list-style-type: none"> • Sometimes we are confirming the death that they have been made aware of through social media. • The TNT could be met with anger since they expect to get a formal notification. • Team should advise that we don't do notifications until we are 100% certain of the victim's identity. <p>Children</p> <ul style="list-style-type: none"> • Children should be notified by a trusted adult • A victim advocate or Child Adolescent Interviewers may be able to provide trauma notifications to children • Children should not be utilized to translate the notification • Ideally, children should not be in the same area as adults when the notification is made <p>Persons with disabilities</p> <ul style="list-style-type: none"> • Ensure you are at eye level if the person uses a wheelchair <p>Older Adults</p> <ul style="list-style-type: none"> • There may be some memory issues in this population 	<p>Preparation None</p> <p>Facilitator Activities</p>

	<ul style="list-style-type: none"> • Written material may need to be in larger font • Notifiers may need to speak in a louder voice to ensure that the next of kin hears them (obviously the notifier should not shout at the next of kin) <p>Language</p> <ul style="list-style-type: none"> • Language services may need to assist <p>International</p> <ul style="list-style-type: none"> • Embassies or Consulates can be contacted to be advised of their citizens death <p>Cultural</p> <ul style="list-style-type: none"> • Teams should always be culturally aware of the population in which they are working. • Medical Examiners may have a group of vetted organizations that work with unique populations within their community such as various faith groups. <p>Deceased subject</p> <ul style="list-style-type: none"> • A TNT team that is not working with the victims should do the notification to the family of a deceased subject. • A chaplain may be able to assist. <p>Advance to the next slide.</p>	
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Scenarios

Estimated Time		Overview
One slide: 1 minute		Scenarios
Slide 22	Script	Notes to Facilitator
<p>Scenarios</p> 	<p>Now we are going to discuss the scenario based small groups before taking a break and separating into our small groups.</p> <p>These are not role plays.</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities</p>

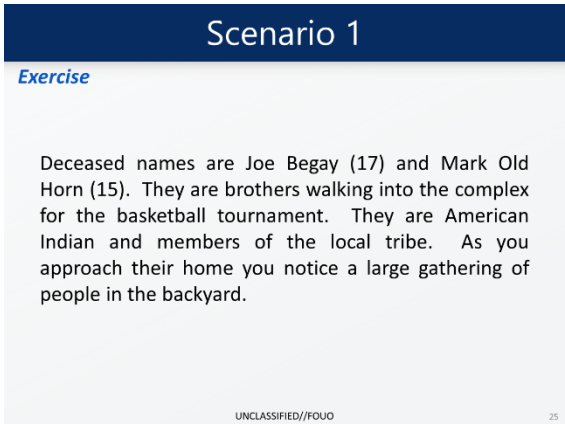
Scenario Guidance

Estimated Time		Overview
One slide: 1 minute		Scenario Guidance
Slide 23	Script	Notes to Facilitator
<p>Scenario Guidance</p>  <p>The slide features a dark blue header with the text 'Scenario Guidance'. Below the header is a vertical list of six steps, each represented by a colored arrow pointing to the right. The steps are: 'Split into teams of two' (dark blue), 'Pick a role (Primary/Support)' (blue), 'Review your scenario' (light blue), 'Discuss each of the four steps' (teal), 'Plan your delivery statement' (dark purple), and 'Be prepared to brief the group' (grey). At the bottom left, the text 'UNCLASSIFIED//FOUO' is visible, and at the bottom right, the number '23' is displayed.</p>	<p>Split into teams of two</p> <p>Pick a role (Primary/Secondary)</p> <p>Review your scenario-each group has the same scenario but different deceased victims</p> <p>Walk through each of the four steps</p> <p>Plan your delivery statement</p> <p>Be prepared to brief the group.</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities Pass out one scenario per group. There are 10 scenarios so each group should have their own. If there aren't enough participants, pull some of the scenarios to review as a larger group.</p>

General Scenario

Estimated Time		Overview
One slide: 3 minutes		General Scenario
Slide 24	Script	Notes to Facilitator
<p>General scenario</p> <div> <div>General Scenario</div> <div> <p>Exercise</p> <p>An active shooter incident took place at a hotel, conference center, and casino complex that is hosting an international delegation from various countries. Several local elected officials were attending the dinner with delegate members. At the same hotel, a Bar Mitzvah was taking place with over 100 attendees. In another part of the complex, an American Indian basketball tournament was starting.</p> <p>There are 51 confirmed deceased and multiple injured. Some of the injured have declined medical attention and some have been taken to area hospitals. The number of injured keeps rising as more information comes into the command post. The FBI has responded to <u>offer assistance</u> to the local investigative agency. It is not clear if there is a federal nexus to this crime yet. One subject is deceased, and one is in custody. The media has already been reporting on the incident but have not identified any victims. All deceased are being taken from the scene to the medical examiner's office.</p> <p>UNCLASSIFIED//FOUO</p> </div> </div>	<p>Everyone has the same scenario. The only difference is the deceased victims and next of kin.</p> <p>Read it to the group.</p> <p>Take a 5-minute break and then get into your small groups for 15 minutes.</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities Read the scenario to the group while this slide is on the screen.</p> <p>Leave this slide up while everyone is into 10-breakout groups.</p> <p>Pass out one scenario to each group</p>

Scenario 1

Estimated Time		Overview	
One slide: 5 minutes		Indian Country	
Slide 25	Script	Notes to Facilitator	
<p>Scenario 1</p> 	<p>How do you handle the large family gathering?</p> <ul style="list-style-type: none"> Is this a funeral, BBQ, birthday party or do they already know about the shooting and have gathered? <p>What sticks out to you about this scenario?</p> <ul style="list-style-type: none"> Large groups <p>What makes law enforcement uncomfortable?</p> <ul style="list-style-type: none"> Large groups <p>Do you ask to speak to the NOK?</p> <p>It would be common to talk to the presumed legal NOK privately first and then be asked to notify the large family who has gathered. However, the group could all be considered family and they may want you to notify the group.</p> <p><i>What is your delivery statement?</i></p> <p>“Joe and Mark were at the casino complex attending a Native Basketball tournament and a shooting occurred. They were both shot and died of their injuries.</p> <p>Have an understanding about potential cultural taboos in talking about death. It is more likely that a tribal officer or tribal victim advocate would accompany another non-tribal LEO or victim advocate as a position of authority and respect but not want to deliver the news. The non-Tribal LEO or victim advocate needs to be prepared to deliver the news in this circumstance. While not usual, it may be the most culturally appropriate.</p>	<p>Preparation None</p> <p>Facilitator Activities</p> <p>IC challenges: https://youtu.be/Hk7Vnmwf0MI</p> <p>ICC best practices: https://youtu.be/QRV-IXeeHRU</p>	


	<p>What cultural requests or considerations might the team need to prepare for prior to delivery of trauma notification?</p> <ul style="list-style-type: none"> • Ask but don't promise <p>Team needs to be prepared for possible cultural requests from the family, i.e. can they smudge body before being removed from scene, can they smudge scene with sage, herbs, etc, as this is a prayerful meaning. Smudging gets rid of bad spirits and can help transition the deceased loved one to the afterlife;</p> <p>Can they pray for you and other first responders, can remains be removed in a particular manner (i.e. East facing window). Being responsive to cultural requests can be empowering and respectful.</p> <p>What do you do if medical issues arise?</p> <p>How do you ensure Native American customs are respected?</p> <p style="padding-left: 40px;">Tell the family that you are not familiar with their traditions and ask them what you need to do</p> <p style="padding-left: 40px;">Take part in a drink or food if it is shared</p> <p>You may need to ask the NOK who they want to receive investigative information since the group is so large.</p> <p>Think about how to have a conversation about incomplete or fragmented remains. This will be very difficult for people. Natives who have strong beliefs about spirits and after life.</p>	
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	<p>Burial is typically preferred over cremation and incomplete remains makes traumatic bereavement more complex.</p> <p>There could be certain traditions that need to be respected as it relates to personal effects specifically items containing biohazardous material.</p> <p>Advance to the next slide</p>	
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Video: Challenges

Estimated Time		Overview	
One slide: 3 minutes		Indian Country	
Slide 26	Script	Notes to Facilitator	
<p>Video: Challenges</p> <p>Video: Challenges</p>	<p>Everyone has the same scenario. The only difference is the deceased victims and next of kin.</p> <p>Read it to the group. Ask the group to identify some challenges:</p> <ul style="list-style-type: none"> • Not prepared for large group • Didn't ask for tribal law enforcement or victim services to assist • Was not familiar with IC customs/practices (asked to speak to parents and tried to separate them from the rest of the group) <p>Take a 5-minute break and then get into your small groups for 15 minutes.</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities Read the scenario to the group while this slide is on the screen.</p> <p>Leave this slide up while everyone is into 10 breakout groups.</p> <p>Pass out one scenario to each group</p>	

Video: Best Practices

Estimated Time		Overview	
One slide: 3 minutes		Indian Country	
Slide 27	Script	Notes to Facilitator	
<p>Video: Best Practices</p> <p>Scenario 1: Best Practices Video</p>  <p>UNCLASSIFIED//FOUO 27</p>	<p>Everyone has the same scenario. The only difference is the deceased victims and next of kin.</p> <p>Read it to the group. Ask them to identify best practices:</p> <ul style="list-style-type: none"> • Asked for tribal law enforcement assistance • Obtained information about family in advance • Became familiar with IC death and burial customs and contacted Coroner's office <p>Take a 5-minute break and then get into your small groups for 15 minutes.</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities Read the scenario to the group while this slide is on the screen.</p> <p>Leave this slide up while everyone is into 10 breakout groups.</p> <p>Pass out one scenario to each group</p>	

Scenario 2

Estimated Time		Overview
One slide: 5 minutes		Cultural competency/remote notification
Slide 28	Script	Notes to Facilitator
<p>Scenario 2</p> <p><i>Exercise</i></p> <p>Deceased names are Angelica H. P. (22) and Krystal S. H (25). They are sisters and worked at the conference center. The person answering the door is Sophia S. R. (40) Sophia's father, Juan, lives in Honduras.</p> <p>UNCLASSIFIED//FOUO 28</p>	<p>Who did you select to be the notifier?</p> <p>What are things you should prepare for?</p> <p>What do you do to verify who's who in the house?</p> <p><i>What is your delivery statement?</i> "There has been a shooting at the hotel where Kristal and Angelica work. Both died as a result of their injuries.</p> <p>If Sophia is the mom and wants to telephonically notify Juan, what should you do?</p> <p>Is Juan the father of both victims? If not, how would you identify the other father?</p> <p>Do we know if Juan is a foreign national or US Citizen?</p> <p>When working with NOK overseas you want to notify the Embassy/Consulate.</p> <p>Any issues they encountered with the scenario?</p> <p>Is there a bilingual speaker on the team?</p> <p>Identify, and address if there is a language barrier.</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities</p> <p>Interpreters should be utilized if English is not the first language of the NOK or is hearing impaired.</p> <p>Children and adolescents should NEVER be utilized to translate the death notification to the NOK</p>

Scenario 3

Estimated Time		Overview
One slide: 5 minutes		Chosen Family versus Biological Family/Elected Official
Slide 29	Script	Notes to Facilitator
<p>Scenario 3</p> <div> <div>Scenario 3</div> <div> <p><i>Exercise</i></p> <p>Deceased name is Mahogany P. She was killed inside the hotel lobby. Once you obtain her address, it sounds familiar. You realize that you know Mahogany and her family.</p> <p>UNCLASSIFIED//FOUO 29</p> </div> </div>	<p>Do you make the notification? Why or why not?</p> <p>Things to consider:</p> <p>Since you know they family, you already have a rapport.</p> <p>They may trust you.</p> <p>This could be very difficult for you to do.</p> <p>You may not be able to control your emotions. It is okay to feel sad but not express the emotions to the next of kin and family.</p> <p><i>What is your delivery statement?</i> "Mahogany was at the casino complex and a shooting occurred. She was shot and died of her injuries."</p> <p>Perhaps you are with the trauma notification team when they go to the residence, but you aren't the one delivering the news.</p> <p>If you knew this family because of an arrest, you may not be the best person to do this notification.</p>	<p>Preparation None</p> <p>Facilitator Activities This is a common occurrence in Indian Country.</p>

	<p>It is okay to tell someone you are not the best person to do this notification.</p> <p>If you know this family personally, you may want to be the support person as your voice making the notification may remind the family every time you speak to them.</p> <p>Advance to the next slide.</p>	
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Scenario 4

Estimated Time		Overview
One slide: 5 minutes		Foreign Nationals
Slide 30	Script	Notes to Facilitator
<p>Scenario 4</p> <div> <div>Scenario 4</div> <div> <p><i>Exercise</i></p> <p>Deceased name is Nadia S. Nadia and her husband are part of the international delegation from Russia. She was taken to the local trauma center and died as a result of her injuries. You respond to the hospital where you are greeted by the hospital administrator who informs you that Nadia was able to speak to her husband, Alexander before he went into surgery for his injuries. You meet Alexander in his hospital room. He has not been told anything by the hospital.</p> <p>UNCLASSIFIED//FOUO 30</p> </div> </div>	<p>Embassies are in Washington, DC; Consulates are located throughout the United States</p> <p><i>What is your delivery statement?</i> “As you know Nadia was injured in the shooting that occurred at the conference center. Unfortunately, she died of the injuries sustained in the shooting.”</p> <p>Do you need a translator?</p> <p>Are there other considerations?</p> <p>Medical considerations for Alexander?</p> <p>Should a medical professional, chaplain, or social worker be in the room when the death notification is made?</p> <p>Perhaps bring the doctor who pronounced Nadia deceased into the room so she/he can ask Alexander’s questions.</p> <p>Perhaps children at the hotel that accompanied parents to the US? If so, Child Protection may need to be notified if the children are minors.</p> <p>Can we assist in the repatriation of Nadia back to her home of final disposition (Russia)?</p> <p>Advance to the next slide.</p>	<p>Preparation None</p> <p>Facilitator Activities</p> <p>Share real case information at end of scenario discussion:</p> <p>Real case: FLL shooting; one of the victims was a foreign exchange student and he was not critically injured; we worked with IOD to ensure all protocols were followed</p>

Scenario 5

Estimated Time		Overview
One slide: 5 minutes		Complicated Family Dynamics
Slide 31	Script	Notes to Facilitator
<p>Group 5</p> <div> <div>Scenario 5</div> <div> <p><i>Exercise</i></p> <p>Deceased name is Robert R. You are assigned to the Family Assistance Center (FAC) and a woman checks in as the next of kin of Mr. R. requesting information about him. Her name is Sara R. and states that she is his <u>fiancée</u>. She is escorted to a quiet room awaiting your arrival. On the way to the quiet room, you are advised that another woman checked in as next of kin for Mr. R. and identifies herself as his spouse (Linda M.). She is placed in another quiet room. Unfortunately, she was told by an FAC representative that another person claimed to be Mr. R's next of kin.</p> <p>UNCLASSIFIED//FOUO 31</p> </div> </div>	<p>Important not to jump to conclusions or make judgments</p> <p>Who is the NOK? How do you treat each of them?</p> <p>Does the wife and/or fiancé have children in common with Mr. R.? If so, does this change who is the legal NOK?</p> <p>Would you call for back-up? Yes. Ideally you want another death notification team to stay with the other potential NOK. One team per family member. One DNT for the wife, and one DNT for the fiancé. Address and confirm each, and their level of rights wife versus fiancé.</p> <p><i>What is your delivery statement?</i> “A shooting incident took place at the hotel/conference center/casino. Robert was shot and died as a result of his injuries.”</p> <p>Be truthful about the situation. Do your best not to deflect any questions.</p> <p>May bring up challenges related to the return of personal effects (PE).</p> <p>Advance to the next slide.</p>	<p>Preparation</p> <p>Facilitator Activities</p> <p>Real case: Route 91 (1 October) tragedy in LV; both the wife and fiancé knew about one another and were supportive of each other. Robert never got a divorce from Linda and was engaged to Sara. Robert and Linda had adult children together. Robert and Sara had one minor child together.</p>

Scenario 6

Estimated Time		Overview
One slide: 5 minutes		Cultural competency/Children
Slide 32	Script	Notes to Facilitator
<p>Group 6</p> <div> <div>Scenario 6</div> <div>Exercise</div> <p>Deceased names are David (11) and Yante J. (9). They were guests at the Bar Mitzvah. Their parents are Joseph and Rachel J. They have three brothers and sisters- Mordechai (15), Shimiel (7), and Gennel (4). When you arrive at the home the only person there is Mrs. J. and the two younger children.</p> <p>UNCLASSIFIED//FOUO 32</p> </div>	<p>There are a lot of cultural considerations, such as an autopsy but don't make assumptions.</p> <p>Is there a need for an autopsy? Track concerns of the family.</p> <p>Should a religious leader or chaplain be contacted to assist with the notification to the family?</p> <p>Some ME offices have relationships with religious leaders that may be able to assist</p> <p>Can the religious leader make a decree that the victim does not need to be buried within 24 hours?</p> <p>Determine who should receive the death notification in that (male figure versus female figure)</p> <p>Consider having a team made up of a male and female. Consider what attire is appropriate.</p> <p><i>What is your delivery statement?</i></p> <p>"As you know, David and Yante were at the Bar Mitzvah today. There was a shooting at the conference center where the Bar Mitzvah took place. David and Yante were shot and died as a result of their injuries. I am so sorry."</p>	<p>Preparation</p> <p>Facilitator Activities Share real case information after scenario discussion is complete.</p> <p>Real case: PG synagogue shooting</p>

	<p>Where is Joseph (the father) and Mordechay? Could they possibly be deceased or injured? Were they at the Bar Mitzvah?</p> <p>Consider the cultural aspects, and customs about personal effects regardless of the biohazards as some cultures want items with their loved one's blood to bury with them.</p> <p>Every attempt should be made to avoid providing a death notification in front of children.</p> <p>Trauma notification team may be asked to provide notification to children-ensure that the team members are experienced with this population.</p> <p>Some VSs have coloring books and crayons or small puzzles with them to distract kids when they have to talk to the adults.</p> <p>The team members need to ensure they are fully aware of cultural considerations for the family member that they are notifying.</p> <p>Has social media impacted this notification? Since some of the children are teens, they may already know about the incident and/or the deceased victims and may have shared this with Mrs. J.</p> <p>Advance to the next slide.</p>	
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Scenario 7

Estimated Time		Overview
One slide: 5 minutes		Domestic violence
Slide 33	Script	Notes to Facilitator
<p>Scenario 7</p> <div> <div>Scenario 7</div> <div>Exercise</div> <p>Deceased name is Sophie P. When you arrive at her residence, a man answering the door identifies himself as Sophie's father. There is alcohol on his breath, his eyes are bloodshot, and he is slurring his words. A woman identifying herself as Sophie's mother comes out of a nearby room and Mr. P. shouts at her to get back in the room. Mrs. P. is visibly upset and wants to know what is going on.</p> <p>UNCLASSIFIED//FOUO 33</p> </div>	<p>How do you handle this situation?</p> <p>Does Mr. P. need to sober up prior to receiving the death notification? No as this could put Mrs. P. in danger if he believes she called the police</p> <p>Should there be medical attention available for him?</p> <p>In your preparation, did you check this address to see if there were officer safety and/or response calls to this residence? Weapons in the home?</p> <p>Is there a restraining order in place? If so, does it need to be amended? Perhaps Legal Aid can assist</p> <p><i>What is your delivery statement?</i> "Sophie was at a conference center attending a dinner. A shooting occurred and she was shot. Sophie died as a result of her injuries."</p> <p>Some people think it is best for Mr. P to sober up before receiving the trauma notification. This is not advisable as he may think Mrs. P. contacted law enforcement</p> <p>What do you do if Mr. P. becomes combative?</p>	<p>Preparation None</p> <p>Facilitator Activities</p> <p>Real case: Suicide and had to call for back up. Separated the spouses in different areas of the house (Not the kitchen due to access of knives). Provided the notification and transported wife to a friend's home for the night.</p>

	<p>If Mrs. P. wants to leave the home, can you transport her to a friend or family member's home, domestic violence shelter, etc.?</p> <p>Do you have concerns about leaving Mr. P. in the home by himself if Mrs. P decides to leave for the evening?</p> <p>Are there any minor children in the home that may mandate a report with child protection services?</p> <p>Does a safety assessment need to be done for the children?</p> <p>If VS is not present for the notification, make sure s/he knows about this situation so this follow up can be prioritized.</p> <p>Process this situation in the post notification recap as it can be challenging</p> <p>Advance to the next slide.</p>	
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Scenario 8

Estimated Time		Overview
One slide: 5 minutes		Pre-existing trauma
Slide 34	Script	Notes to Facilitator
<p>Scenario</p> <div> <div>Scenario 8</div> <div>Exercise</div> <p>Deceased name is Harold H. As you approach the residence of Harold's parents, a neighbor runs out to meet you. He tells you that Harold's father died in a car accident two years ago. Harold and his mother were the only support for one another after this tragic accident.</p> <p>UNCLASSIFIED//FOUO 34</p> </div>	<p>What do you do after hearing this information?</p> <p><i>What is your delivery statement?</i> "Your son Harold was at the casino complex and a shooting occurred. He was shot and died of his injuries."</p> <p>Do you allow the neighbor to accompany you into the house? Why or why not?</p> <p>What emotions/reactions would you expect from Mrs. H?</p> <ul style="list-style-type: none"> Shock Elevated response? <p>Do you leave anything with Mrs. H?</p> <ul style="list-style-type: none"> Perhaps write information in a larger font if Mrs. H is older and has visual impairments <p>Would you leave Mrs. H. alone if she demanded that you leave her home? Yes, why? No, why not? What else could you do? Ask local law enforcement to do a welfare check later in the day?</p> <p>Advance to the next slide.</p>	<p>Preparation</p> <p>Facilitator Activities</p> <p>Real case: Tribeca truck attack; mom had a strong faith support network; she was advised that the neighbor is outside and was asked if she wanted the support. She advised that the neighbor was a good friend and could come in to stay with her.</p>

Scenario 9

Estimated Time		Overview	
One slide: 5 minutes		Elected Official/Remote Notification	
Slide 35	Script	Notes to Facilitator	
<p>Scenario 9</p> <p><i>Exercise</i></p> <p>Deceased name is Robert S. He is a county commissioner. Gary G. answers the door and indicates that Robert and he live together. Gary advised that Robert's mother is Martha S. resides in another state.</p> <p>UNCLASSIFIED//FOUO 35</p>	<p>How do you identify who to notify?</p> <p>Does Robert have a social media presence?</p> <p>If partner is not legal NOK, what do you do?</p> <p><i>What is your delivery statement?</i> "There has been a shooting at the conference center. Robert was attending an event, was shot, and died as a result of his injuries."</p> <p>Do you think that someone in the leadership will want to go with you to the death notification?</p> <p>Important to note that elected official families do not get more information than the other NOK; Division Leadership may need to be reminded of this</p> <p>How would you notify Robert's mother in another state? Would this be a remote notification?</p> <p>Could you ask the a local law enforcement agency to do the notification in person?</p> <p>What happens if she has medical issues? Dementia?</p>	<p>Preparation None</p> <p>Facilitator Activities</p> <p>Share real case at end of scenario discussion:</p> <p>Real case: UPS shooting in and; brother was notified in TP AOR; mom lived in a personal care facility in another AOR but brother didn't want mom notified as she had dementia;</p>	

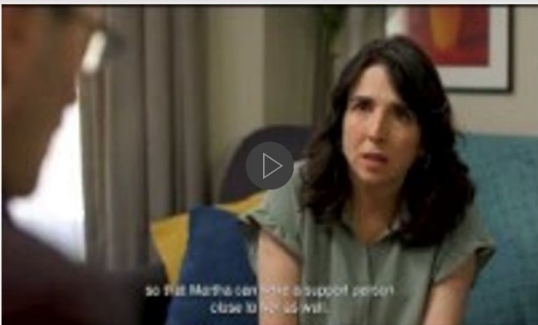
	<p>What if Gary insists on notifying Robert's mother in another state telephonically?</p>	
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Advance to the next slide.

Video: Challenges

Estimated Time		Overview	
One Slide: 3 mins		Video: Challenges	
Slide 36	Script	Notes to Facilitator	
<p>Video: Challenges</p> <p>Scenario 9: Challenges Video</p>  <p>UNCLASSIFIED//FOUO 36</p>	<p>Advance to the next slide.</p>	<p>Preparation</p> <p>Facilitator Activities</p>	

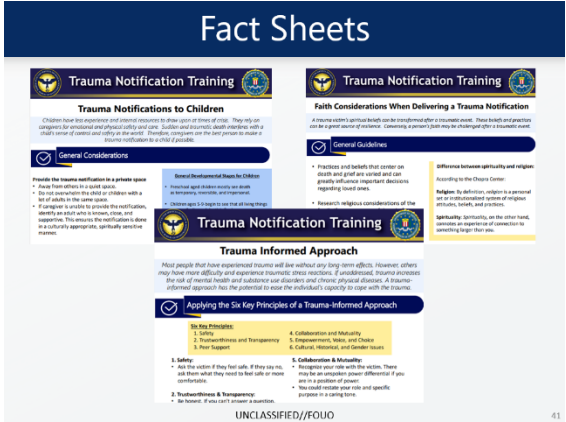
Video: Best Practices

Estimated Time		Overview	
One Slide: 3 mins		Video: Best Practices	
Slide 37	Script	Notes to Facilitator	
<p>Video: Best Practices</p> <div> <div>Scenario 9: Best Practices Video</div>  <p>UNCLASSIFIED//FOUO 37</p> </div>	<p>Advance to the next slide.</p>	<p>Preparation</p> <p>Facilitator Activities</p>	


Are you ready?

Estimated Time		Overview
One Slide: 2 mins		Are you ready?
Slide 38	Script	Notes to Facilitator
<p>Are you ready?</p> <div> <p>Are you ready?</p> <ul style="list-style-type: none"> • What are the four steps to a successful trauma notification? • What are some of the unique considerations in mass violence incidents? • What are some of the key considerations? <p>UNCLASSIFIED//FOUO 39</p> </div>	<p>Question: Are you ready to provide trauma notifications and be part of the TNT?</p> <p>What are the four steps to providing a trauma notification?</p> <ul style="list-style-type: none"> • Planning • Preparedness • Delivery • Follow Up <p>Take time to plan and predict. It shows compassion and professionalism.</p> <p>Acknowledge that trauma notifications are difficult to provide, and team members may want to talk about their experiences with one another.</p> <p>Advance to the next slide.</p>	<p>Preparation</p> <p>Facilitator Activities</p>

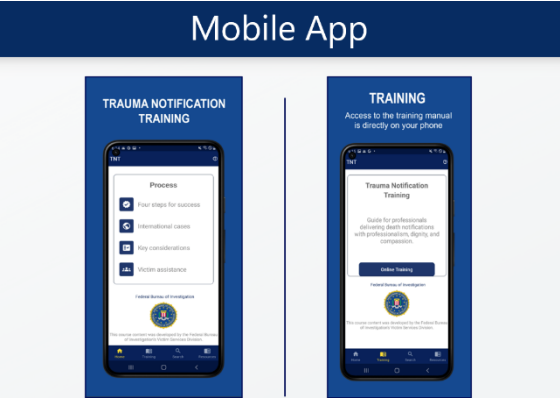
Fact Sheets

Estimated Time	Overview	
One Slide: 1 min	Fact Sheets	
Slide 39	Script	Notes to Facilitator
 <p>The graphic displays several fact sheets from the Trauma Notification Training program. Key sections include:</p> <ul style="list-style-type: none"> Trauma Notifications to Children: Discusses how children have less experience and control over their lives, and how adults can help them feel safe. Faith Considerations When Delivering a Trauma Notification: Discusses how faith can be a source of strength and how to navigate religious beliefs. Trauma Informed Approach: Emphasizes that most people with trauma will not have long-term effects, but some will, and that a trauma-informed approach is essential. Applying the Six Key Principles of a Trauma-Informed Approach: Lists six principles: Safety, Trustworthiness & Transparency, Collaboration & Mutuality, Cultural, Historical, and Gender Issues, Peer Support, and Empowerment, Voice, and Choice. <p>UNCLASSIFIED//FOUO</p>	<p>Fact sheets can be found on www.fbi.gov/traumantofication</p>	<p>Facilitator Activities Pull up the TNT website to show participants where they can find these fact sheets</p>

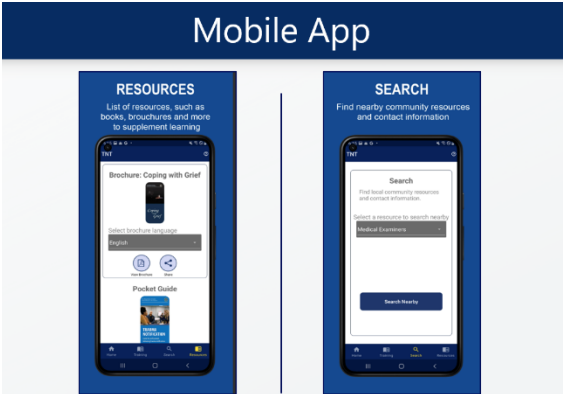
Mobile App

Estimated Time		Overview	
One Slide: 1 min		Mobile App	
Slide 40	Script	Notes to Facilitator	
<p>Mobile App</p> 	<p>A mobile application has been created that you can download on your phone</p>	<p>Facilitator Activities</p>	


Mobile App

Estimated Time		Overview	
One Slide: 1 min		Mobile App	
Slide 41	Script	Notes to Facilitator	
<p>Mobile App</p>  <p>UNCLASSIFIED//FOUO 43</p>	<p>The mobile application has several options including the training if anyone needs a quick review.</p>	<p>Facilitator Activities</p>	

Mobile App

Estimated Time	Overview	
One Slide: 1 min	Mobile App	
Slide 42	Script	Notes to Facilitator
<p>Mobile App</p>  <p>UNCLASSIFIED//FOUO</p>	<p>The mobile app also has resources available to the user. The Coping with Grief brochures have been translated into 10 different languages and can be emailed or sent via text to the next of kin.</p> <p>There is also a look up feature for the nearest law enforcement agency, hospital, coroner and medical examiner.</p>	<p>Facilitator Activities</p>

Mobile App

Estimated Time		Overview	
One Slide: 1 min		QR Codes	
Slide 43	Script	Notes to Facilitator	
<p>Mobile App</p> 	<p>The QR codes for both the Apple Store and Google Play are available so you can download the app to your phones.</p>	<p>Facilitator Activities</p>	

Wrap Up

Estimated Time		Overview
One Slide: 1 min		Wrap Up and Questions
Slide 44 & 45	Script	Notes to Facilitator
<p>Wrap Up/Questions</p> <p>Slide 44 features a blue background with a white box in the center containing the word "Questions?". Above the box is a small circular logo with a yellow eagle. The background image shows a group of people with their hands raised in a classroom setting. The text "UNCLASSIFIED//FOUO" is visible at the bottom.</p> <p>Slide 45 features a blue background with a white box in the center containing the email address "Traumanotificationteam@fbi.gov". Above the box is a small circular logo with a yellow eagle. The background image shows a woman looking at a computer screen. The text "UNCLASSIFIED//FOUO" is visible at the bottom.</p>	<p>Pass out the post-test and evaluations.</p> <p>Please complete your post-test (anonymously) and evaluation. We welcome your candid feedback.</p> <p>If you have specific questions, please email traumanotificationteam@fbi.gov so we can ensure consistent additions to the training for the entire FBI.</p> <p>Thank you for spending a few hours with us learning about the four-step model for providing death notifications.</p>	<p>Preparation</p> <p>Facilitator Activities</p> <p>An anonymous post-test should be administered after the group presents the scenarios. Participants DO NOT need to put their names on the test.</p> <p>These post-tests will be scored and averaged to obtain the overall percentage. The percentage of the post-test will be subtracted from the pre-test to obtain the overall increase or decrease of the participants knowledge. These scores will be entered into a spreadsheet to track the overall assessment.</p> <p>Provide the course evaluation and ask participants to be candid so the material can be improved for future cohorts.</p> <p>Pre and post-test answer keys</p>

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WEBSITES

Trauma Notification Training
www.fbi.gov/traumanotification

ATTRIBUTIONS

VSD TSJU VSC Dr. Staci Beers and SA Kyle Scherrer developed the “We Regret to Inform You...” virtual training.