



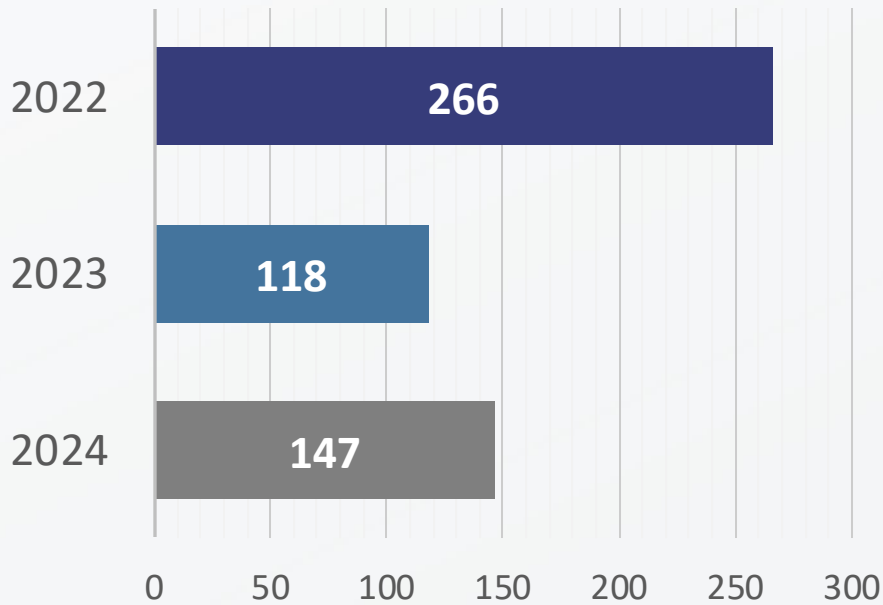
Trauma Notification Training

FBI Victim Services Division

Facts

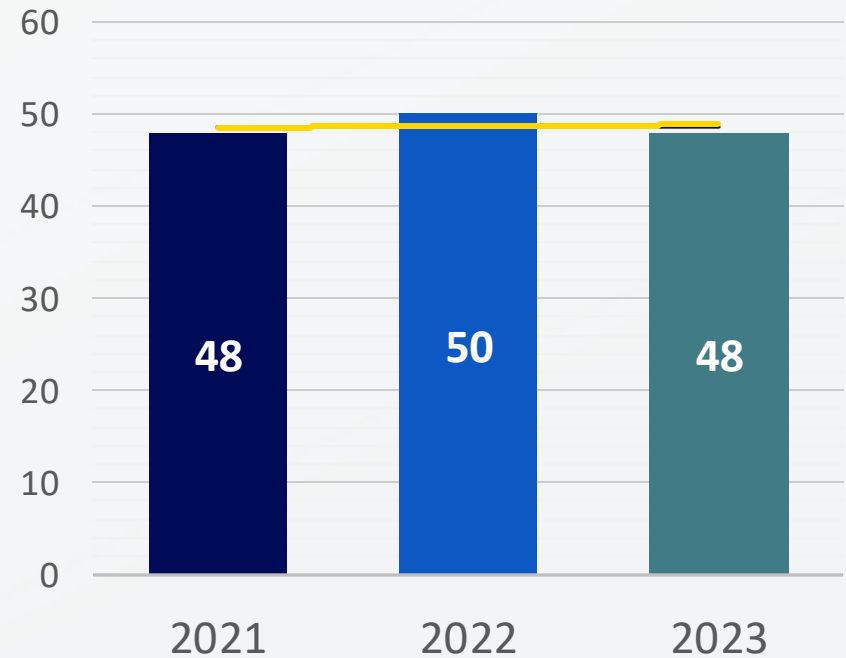
There were 22,830 murders reported in the US in 2023*

LEO Line of Duty Deaths (2022 – 2024)



National Law Enforcement Officers Memorial Fund, <https://nleomf.org/>

Active Shooter Incidents (2021-2023)



FBI Active Shooter Resources, <https://www.fbi.gov/resources/active-shooter-safety-resources>

Learning Objectives

- 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.

Agenda

- Introductions
- History
- Four-step process
- Scenario Instructions
- Breakout Groups
- Scenario Review
- Wrap-Up
 - Evaluations



Introductions





Are **you** ready?



Trauma Notification Training



www.fbi.gov/traumanotification

The Meaning of Trauma-Informed

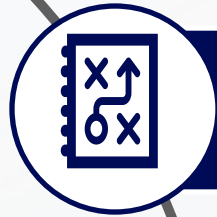


“

They weren't telling us a lot; they weren't being truthful the whole time. Later we told them, when something like this happens, we are already in shock so tell us the whole truth. It makes it a whole lot easier.

- Parents of a murdered child

Four-Step Process



Planning



Preparation



Delivery



Follow-Up

Planning

- Victim identification
- Team selection
- Next-of-Kin (NOK) identification
- Details

Preparation

- Standard Operating Procedures
- NOK research
- Emotional and physical response preparation

In-Person Delivery

- 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

Helpful Supportive Statements

- 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

Recognize that silence is okay too

Pitfall Statements

- The body....
- I know how you feel. *(You don't.)*
- I understand...
- Time heals all wounds. *(It doesn't.)*
- You need to be strong. *(They don't.)*
- You'll get over this someday. *(They may not.)*
- He was just in the wrong place at the wrong time.

Additional Pitfall Statements

- 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.

Remote Notifications

- 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

Follow-Up

- Autopsy
- Resources
- Personal Effects
- Media

Post-Notification Recap

- Discuss NOK's reaction and personal reaction
- Stress reduction
- Resources

Mass Violence Incidents

- Each family should have own team
- Private area
- On-scene convergence
- Manage expectations
- Provisional death/trauma notifications

Key Considerations

- Social media
- Children
- Persons with disabilities
- Older Adults
- Language
- International
- Cultural
- Deceased subject



Scenarios



Scenario Guidance

Split into teams of two

Pick a role (Primary/Support)

Review your scenario

Discuss each of the four steps

Plan your delivery statement

Be prepared to brief the group

General Scenario

Exercise

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.

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 offer assistance 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.

Scenario 1

Exercise

Deceased names are Joe Begay (17) and Mark Old Horn (15). They are brothers walking into the complex for the basketball tournament. They are American Indian and members of the local tribe. As you approach their home you notice a large gathering of people in the backyard.

Scenario 1: Challenges Video



Scenario 1: Best Practices Video



Scenario 2

Exercise

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.

Scenario 3

Exercise

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.

Scenario 4

Exercise

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.

Scenario 5

Exercise

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 fiancé. 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.

Scenario 6

Exercise

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- Mordechay (15), Shimieli (7), and Gennel (4). When you arrive at the home the only person there is Mrs. J. and the two younger children.

Scenario 7

Exercise

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.

Scenario 8

Exercise

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.

Scenario 9

Exercise

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.

Scenario 9: Challenges Video



Scenario 9: Best Practices Video



Are you ready?

- 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?

Fact Sheets



Trauma Notification Training



Trauma Notifications to Children

Children have less experience and internal resources to draw upon at times of crisis. They rely on caregivers for emotional and physical safety and care. Sudden and traumatic death interferes with a child's sense of control and safety in the world. Therefore, caregivers are the best person to make a trauma notification to a child if possible.

General Considerations

Provide the trauma notification in a private space

- Away from others in a quiet space.
- Do not overwhelm the child or children with a lot of adults in the same space.
- If caregiver is unable to provide the notification, identify an adult who is known, close, and supportive. This ensures the notification is done in a culturally appropriate, spiritually sensitive manner.

General Developmental Stages for Children

- Preschool aged children mostly see death as temporary, reversible, and impersonal.
- Children ages 5-9-begin to see that all living things



Trauma Notification Training



Trauma Informed Approach

Most people that have experienced trauma will live without any long-term effects. However, others may have more difficulty and experience traumatic stress reactions. If unaddressed, trauma increases the risk of mental health and substance use disorders and chronic physical diseases. A trauma-informed approach has the potential to ease the individual's capacity to cope with the trauma.

Applying the Six Key Principles of a Trauma-Informed Approach

Six Key Principles:

1. Safety
2. Trustworthiness and Transparency
3. Peer Support
4. Collaboration and Mutuality
5. Empowerment, Voice, and Choice
6. Cultural, Historical, and Gender Issues

1. Safety:

- Ask the victim if they feel safe. If they say no, ask them what they need to feel safe or more comfortable.

2. Trustworthiness & Transparency:

- Be honest. If you can't answer a question.

5. Collaboration & Mutuality:

- Recognize your role with the victim. There may be an unspoken power differential if you are in a position of power.
- You could restate your role and specific purpose in a caring tone.



Trauma Notification Training



Faith Considerations When Delivering a Trauma Notification

A trauma victim's spiritual beliefs can be transformed after a traumatic event. These beliefs and practices can be a great source of resilience. Conversely, a person's faith may be challenged after a traumatic event.

General Guidelines

- Practices and beliefs that center on death and grief are varied and can greatly influence important decisions regarding loved ones.
- Research religious considerations of the

Difference between spirituality and religion:

According to the Chopra Center:

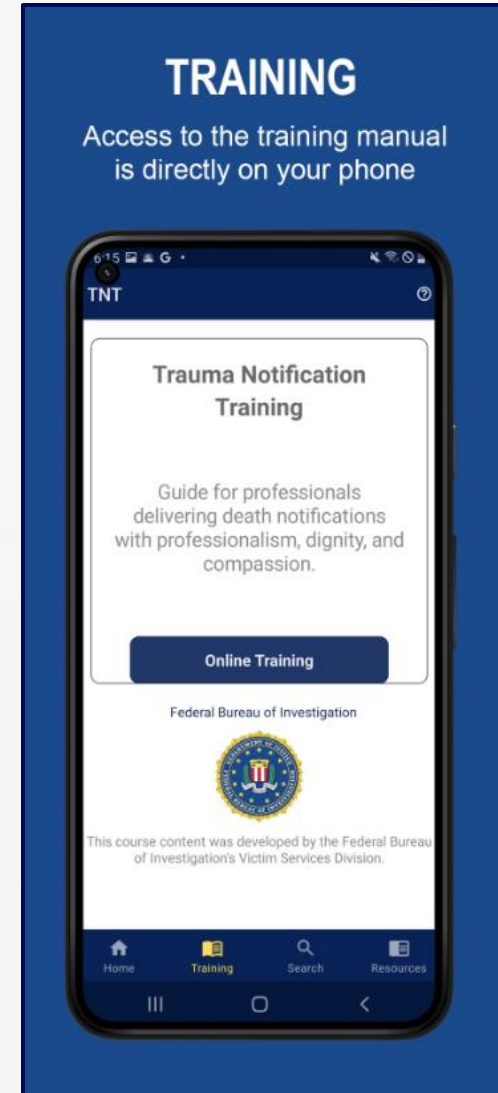
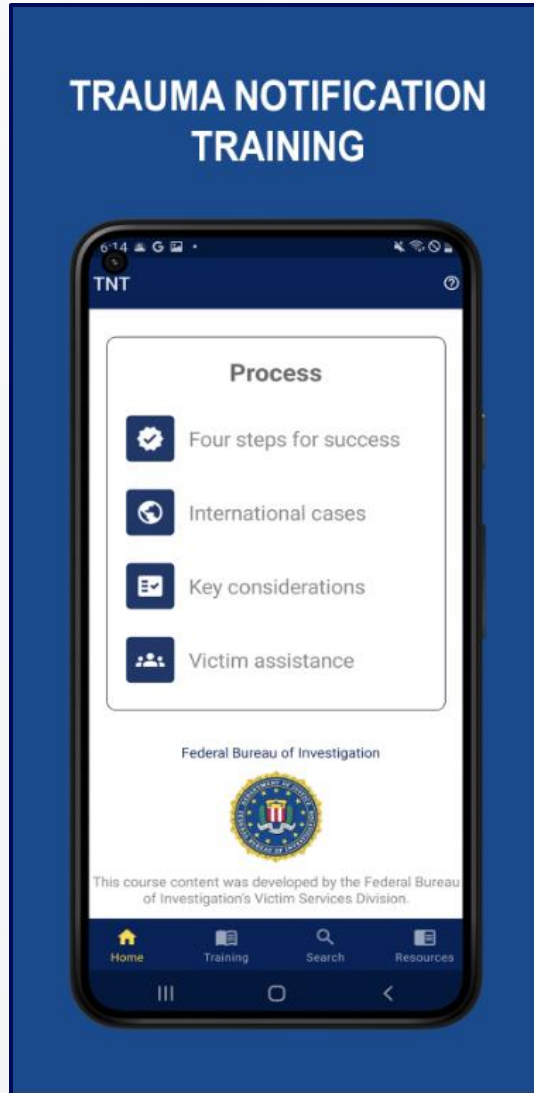
Religion: By definition, *religion* is a personal set or institutionalized system of religious attitudes, beliefs, and practices.

Spirituality: *Spirituality*, on the other hand, connotes an experience of connection to something larger than you.

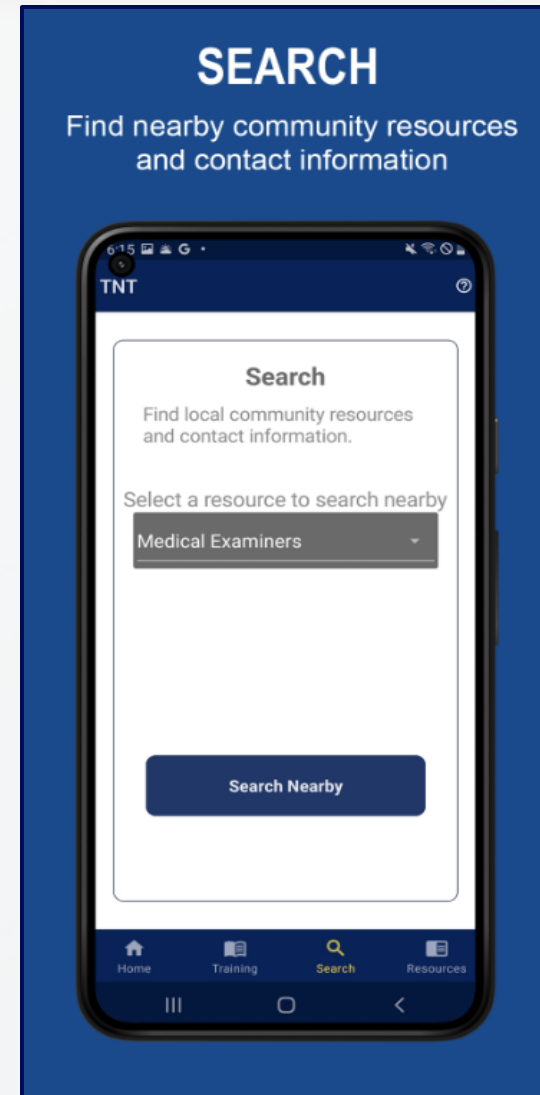
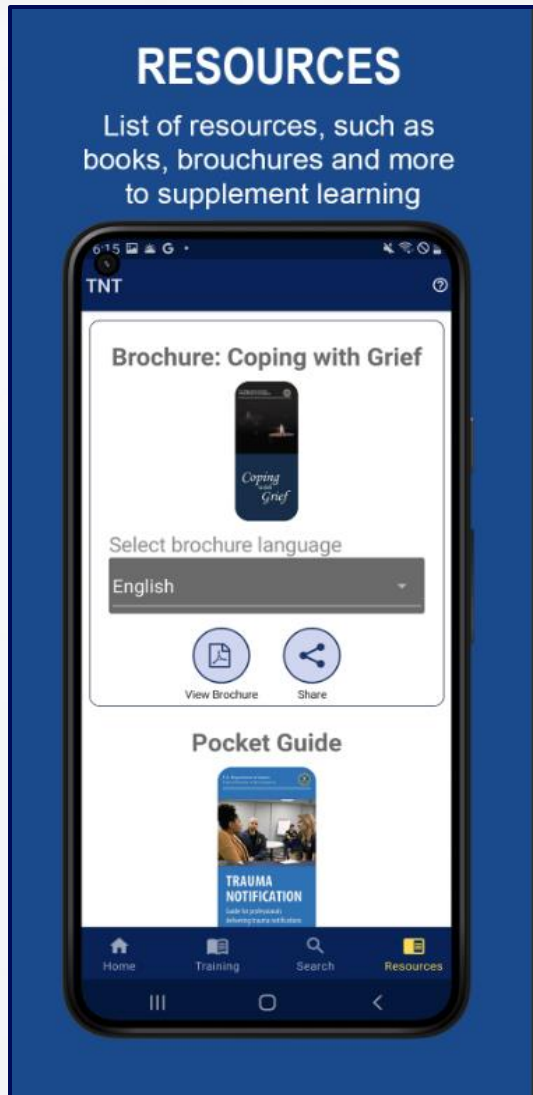
Mobile App



Mobile App



Mobile App



QR Codes

Apple



Google





Questions?



Contact Information

[Traumanotificationteam@fbi.gov](mailto:Traumnotificationteam@fbi.gov)