

BLM COSO

Serious Incident or Fatality **(SIOF) Response Plan**

2015



Mission Statement and Goals

Supporting the agency administrators and employees by providing leadership, competent assistance and compassionate support to successfully respond to critical incidents involving, but not limited to, serious injuries or fatalities.

This may be accomplished through:

1. Establishing local and state needs early in the incident.
2. Ensuring the human dimension is addressed immediately.
3. Ensuring accurate and timely information is disseminated at all levels.
4. Developing an Incident Command System appropriate to the incident with delegated responsibility to the team from the State Director to manage the Bureau of Land Management (BLM) Colorado State Office's (COSO) support of the incident.

This SIOF has been developed to be used in conjunction with the Agencies [Line-of-Duty Death \(LODD\) Response Guide](#).

Key Principles:

- Leads initiate phone trees within their respective areas.
- Avoid redundancy by limiting the number of calls to any one person/position, but not at the expense of excluding those that need to be included.
- Remain organized and delegate the workload when it becomes too large.
- Don't let the incident get ahead of you; stop, breathe and review.
- All communications must be factual.
- Field/District¹ briefs the Colorado State Office counterparts; Colorado State Office briefs the Washington Office counterparts.
- Colorado State Office coordinates with the field to ensure elected officials are briefed.
- This response plan is focused on the initial 24-48 hours prior to the arrival of the Serious Accident Investigation Team (SAIT) on scene, but can be adapted to remain engaged as long as needed.
- Cost to manage any serious injury or fatality throughout the state may be shared based on negotiations between the Finance Liaison and the Colorado Leadership Team.

¹ For the purposes of this plan, Field/District may be multiple operational units; it may also mean State Office when referring to the location of the serious injury or fatality incident.

Assignment of Roles

Principles and Assumptions:

Assumption – take the highest qualified person we can get depending on the complexity of the incident.

Assumption – only “fill” the roles necessary for the specific incident.

Assumption – additional staff may be needed depending on the complexity of the incident.

Assumption – the staff assembled will form the SIOF Team for the incident.

Roles for Jobs/Personnel/Leads:

1. Incident Commander (IC)
2. Planning Chief (Checklist):
Documentation/Scribe (works for the Planning Chief)
3. Incident Information Officer
4. Human Resources Liaison for Line of Duty Death/Critical Incident Stress Management (CISM):
Family Liaison
Benefits Coordinator
5. Other Agency Liaison
6. Procurement/Finance Liaison
7. Incident Safety Officer
8. Law Enforcement Liaison
9. Logistics Coordinator
10. Tech Specialists (Aviation, Pandemic, Resource Specialist/Subject Matter Expert, etc.)

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Description of Job Duties

Incident Commander

- Must ensure the entire affected chain-of-command has been notified, and has acknowledged through communication with the IC they are aware an incident has or is taking place.
- Examples:
 - Ensure State Director is notified.
 - Ensure State Safety Manager is notified.
 - Ensure Communication's Director is notified.
 - Ensure Law Enforcement, Special Agent in Charge (SAC) is notified.
 - Ensure National Interagency Fire Center (NIFC) is notified (fire only).
 - Ensure District Manager is notified.
 - Ensure Field Manager is notified.
 - Ensure Deputy State Director (DSD) is notified.
- Notify Human Resources to establish Human Resources Liaison.
- Form COSO SIOF team.
- Establish a schedule for meetings/briefings/Incident Action Plan (IAP) (in coordination with Planning Chief).
- Locate an Incident Command Post (ICP)/briefing rally point (Initial meeting in the State Director's conference room).
- Conduct Initial Briefing/Conference Call at the COSO for/with:
 - COSO SIOF Team.
 - Agency Line Officer(s).
 - COSO Communication's Director.
 - BLM CO Safety Manager.
 - SAC.
 - National SAIT.
 - All other appropriate personnel (national, regional, local).
- Manage the incident and plan ahead.

Planning Chief

- Notify other agencies involved and inform them of the on-going efforts (IC/ICP/Process).
- Determine local Field Office needs and relay to appropriate team member(s).
- Establish a schedule for meetings/briefings/IAP (in coordination with the IC).
- Ensure appropriate documentation is maintained.
- Supervise Scribe(s) and Administrative Assistant(s).

Documentation/Scribe

- Distribute meeting agenda(s) and/or meeting notes.
- Develop and distribute contact list.
- Documentation of team actions.
- Administrative support of COSO Team members:
 - Meeting rooms
 - Supplies

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Incident Information Officer

- Notify appropriate political contacts.
- Notify and organize local and COSO communication staff.
- Implement an “Early Alert” as appropriate.
- Develop a media strategy as appropriate:
 - Press Release
 - Talking Points
 - Media Contact List

Human Resources Liaison

- Ensure the Line-of-Duty Death Notification Process has been initiated.
- Ensure the benefits coordination responsibilities are carried out.
- Facilitate, ensure and support local needs for the CISM process.

Family Liaison

- Ensure the needs and desires of the family are respected.
- Determine cultural or religious background of the family. If the employee is a Native American, determine if contact with the family is to be made through tribal officials only.
- Determine if “non-traditional family” situation exists and proceed accordingly.
- Request the family designate a representative who can act/speak on behalf of the family.
- Be available to the family.
- Maintain a log of all contacts with the next of kin.
- Act as a long-term liaison to the family to ensure that contact is maintained between the BLM and the family for as long as they feel the need for support.
- With the concurrence of the involved officials, relay details of the incident to the family at the earliest opportunity.
- Advise the family of the other coordinator and liaison positions and their roles and responsibilities.
- Communicate and coordinate family needs with other BLM personnel.
- Act as intermediary between the family and BLM personnel to the extent the family desires.
- Maintain accurate records.
- Keep the family advised of any legal proceeding.
(Note - For accidents involving fire and fire aviation employees the Family Liaison should be from the fire program when possible).

Benefits Coordinator

- Ensure required authorization for necessary medical treatment is approved.
- Provide Bureau management and Family Liaison information regarding benefits available, the process to obtain these benefits and assist them with all the necessary benefits documentation.
- Include the nature and amount of benefits to be received by each beneficiary, the schedule of payments, and the name of the contact person or facilitator at each benefit or payment office.
- Coordinate the Public Safety Officers Benefit notification with the Washington Office (WO) Human Resources staff, i.e., the Office of Workers' Compensation Programs (OWCP) Manager and other appropriate agencies or organizations to determine current benefits and procedures.
- The [Public Safety Officers' Benefits \(PSOB\) Act](#) (42 U.S.C. 379), was enacted in 1976 to assist

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in the recruitment and retention of law enforcement officers and firefighters. Specifically, Congress was concerned that the hazards inherent in law enforcement and fire suppression and the low level of state and local death benefits might discourage qualified individuals from seeking careers in public safety, thus hindering the ability of communities to provide for public safety.

- Keep the local line officer informed as to progress and the families' attitude towards the agency's efforts.
- Monitor the claims for benefits to ensure all appropriate benefits are provided and the employee and/or family receives them.
- Document inquiries and interest in public donations and assist the family in establishing a mechanism for receiving such contributions.

Other Agency Liaison

- Contact other agency/agencies that may have resources (staff, equipment, lands) involved in the incident.
- Perform as primary Point of Contact with other agency/agencies to ensure effective communication occurs.
- Facilitate joint actions that are required to resolve the incident.

Procurement/Finance Liaison

- Determine cost codes (WBS) to track incident costs.
- Identify funds to cover costs of responding to and managing incident.
- Coordinate with Procurement staff to obtain services and related support needs effectively and efficiently.

Incident Safety Officer

- Notify Bureau Chief of Safety and Occupational Health who will contact Department Accident, Safety and Health Officer (DASHO).
- Notify the local safety professional.
- Liaison with Occupational Safety and Health Administration (OSHA).
- Liaison with SAIT.

Law Enforcement Liaison

- Liaison with county/local/federal law enforcement officers.
- Liaison with investigators and other groups as requested.

Logistics Coordinator

- Ensure logistical needs of the COSO SIOF Team are met in a timely, cost efficient and effective manner.
- Coordinate all activities with Procurement/Finance Liaison.

Tech Specialists (Aviation, Pandemic, Resource Specialist/Subject Matter Expert, etc.)

- Provide specialized technical knowledge and advice, specific to the nature of the incident, to the IC and Line manager(s).
- Identify and coordinate with other technical experts, as needed.

General Procedures

When there is a developing incident:

The State Director designates and meets with IC:

The IC Meets with COSO SIOF Response Team

- Prepare for first briefing.
- Set agenda.

Initial Planning Call

- Use COSO Serious Incident Initial Call Agenda to guide this call (Appendix 2).
- Describe the role of the team and define key expectations using the mission statement and goals (repeat at the start of every briefing/meeting).
- Review the meeting agenda and emphasize the importance of following it.
- Roll call.
- Brief national, regional and local attendees on details/facts known.
- Address questions from attendees.
- Determine needs and next steps.
- Assign tasks to team members.
- Review and agree to decisions made during meeting.
- Establish future meeting/briefing times.
- Develop a draft agenda for the next meeting.

Initiate Incident Action Plan (IAP)

- Develop an IAP.
- Maintain ongoing contact with the field office.
- Track accomplishment of tasks by those assigned.
- Develop distribution list (phone and email).

Subsequent Meetings

- Describe the role of the team and define key expectations using the mission statement and goals.
- Review the meeting agenda and emphasize the importance of following it.
- Roll call.
- Brief national, regional and local attendees on details/facts known since last meeting.
- Address questions from attendees.
- Determine needs and next steps.
- Assign tasks to team members.
- Review and agree to decisions made during meeting.
- Establish meeting/briefing times.
- Develop a draft agenda for the next meeting.

Close out and determine future follow-up

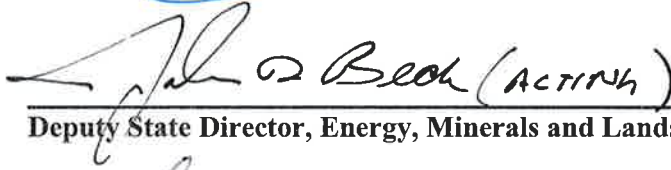
- Determine trigger points for discontinuing team functions/duties.
- Determine short-term and/or long-term needs.
- Conduct after action review.

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**Bureau of Land Management
Colorado State Office
Serious Incident or Fatality (SIOF) Response Plan 2015**

Reviewed by:  4-2-15
Communications Director Date

Reviewed by:  4/2/15
Deputy State Director, Resources and Fire Management Date

Reviewed by:  4/2/15
Deputy State Director, Energy, Minerals and Lands Date

Reviewed by:  4-2-15
Deputy State Director, Support Services Date

Approved by:  4-6-15
State Director, BLM Colorado Date

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Appendix 1: Serious Incident or Fatality Response Checklist; For Additional Assistance
Utilize the NIFC developed [SAI Toolbox](#) and Appendix 3- SAI Run sheet.

First Response

Date & Time	Task	Responsible Individuals
	Medical aid contacted and responding.	On-Scene Coordinator, Dispatch
	Law enforcement contacted and responding.	On-Scene Coordinator, Dispatch
	Incident scene secured.	On-Scene Coordinator, Law Enforcement
	Jurisdictional responsibility determined and agreed upon.	On-Scene Coordinator, Law Enforcement, Dispatch
	Local Line Officer notified.	On-Scene Coordinator, Dispatch
	Local Emergency Action Plan implemented.	Line Officer, Dispatch
	Keep victims name confidential. Stay off the radio, use cell-phone.	On-Scene Coordinator, Dispatch
	Determine if victim is employee: <ul style="list-style-type: none"> • If an employee notify employee supervisor. 	Line Officer, Dispatch

First Hour

Date & Time	Task	Responsible Individuals
	Determine the level of management over site required and implement the appropriate level organization with involved jurisdictions.	Line Officer
	Obtain Employee Emergency Information Sheet(s) to confirm notification preferences/directions, where provided.	Line Officer
	Employees on the scene when the incident occurred are provided a place to rest.	On-Scene Coordinator, Dispatch
	If applicable, ensure coroner contacted and responding.	Line Officer, Dispatch
	Notification Officer designated.	Line Officer
	Family notified as per instructions on the Employee Emergency Information Sheet(s).	Notification officer
	Hospital Liaison designated.	Line Officer
	Family met at hospital.	Hospital Liaison, Line Officer
	Employee's home unit notified.	Line Officer, State Office
	State Safety Officer and State Director notified.	Line Officer
	Washington Office notified.	State Director
	Information Officer designated.	Line Officer

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First 24 Hours

Date & Time	Task	Responsible Individuals
	Accident investigation/review team assigned and mobilized.	Line Officer, State Office
	Family Liaison designated.	Line Officer
	Benefits Coordinator designated.	Line Officer
	State Liaison designated.	State Director
	CISM Coordinator designated and CISM responses determined and order if needed.	Line Officer

Day Two through Closeouts with Investigation/CISM/Support Teams, etc.

Date & Time	Task	Responsible Individuals
	After Action Reviews with CISM, Investigations, National Office, etc.	Line Officer
	Conduct close-out and transition on-scene.	Line Officer, Various Team Leaders

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APPENDIX 2: COSO Serious Incident or Fatality Response Call Agenda

Incident Name: _____ Date: _____

Time: _____

- Greeting by Call Facilitator / Incident Commander (IC)
- Roll Callⁱ:
 - Staff members of Field Unit where incident occurred
 - NIFC-BLM
 - Washington Office – Safety, Fire, Other
 - Other Agency offices and Cooperators
 - Colorado BLM State Office
- Meeting Agenda Review by Facilitator / IC
- Review of Mission Statement from COSO SIOF Plan by Facilitator / IC
- Situation Updates from Local/ Regional-State/National Entitiesⁱⁱ:
 - (NIFC, USFS R2, BLM – COSO, Cooperators)
 - Local unit
 - BLM State Office
 - Other Agency Regional/State Offices
 - BLM National Office(s) - NIFC, BLM-Safety, SAIT Lead
 - Other Agency National Offices
- Questions from:
 - Line Officers or Agency Representatives
 - RMACC
 - Information
 - Safety
 - SAIT or NTSB Lead(s)
 - Others
- Identify Next Steps in Support of Local Unit:
 - Briefly identify issues needing immediate resolution and delegate tasks to be accomplished “off line.”
- Recap on Next Steps and Agreement on Above from all
- Schedule next briefing

ⁱ Entities involved will change from incident to incident.

ⁱⁱ In order listed.

Appendix 3: Fire and Aviation Run Sheet for Fire Related Serious Accident Investigations (SAIs)
(First 48 Hours)

FA lead staff will make notifications as indicated on the NIFC-BLM SAI phone tree.

Fire and Aviation AD/DAD

1. Coordinate with BLM Director's Office and affected State Director(s) – determine high level impacts and any need for assistance.

For interagency investigations, refer to the *2015 Interagency SAI Selection Table*. Interagency SAIs will most likely require coordination with respective agency(s) fire director/state forester and/or delegating official. For SAIs involving US Forest Service (situation dependent), consider contacting their Delegated Safety and Health Official (DASHO), Lenise Lago, contact information:

**Deputy Chief for Business
Operations, DASHO**
llago@fs.fed.us
Office: 202-205-1707
Cell: 202-322-9631
Fax: 202-205-1045

2. Sign Delegation of Authority Letter as drafted by FA Safety Manager. For interagency SAIs, utilize Interagency Delegation of Authority Letter Template.
3. Coordinate with FA External Affairs to determine level of media interest and need for appropriate messages for release to the media and/or leadership talking points.

FA Office of External Affairs Chief

1. Coordinate with state/local PA staff and determine level of media interest and need for news releases and/or BLM leadership talking points.
 - a. For national level SAIs, media release and information will be managed by FA Office of External Affairs.
 - b. For state level delegated SAIs, media release and information will be coordinated with FA Office of External Affairs.
2. Communicate with WO Public Affairs Division.

Division of Fire Operations

FA-300 Division of Fire Operations Chief

1. Within two hours of notification of the event, coordinate the initial SAI conference call with state FMO from the affected state office(s).
 - a. Conference call will highlight:
 - Any pertinent updated SAI information
 - Outline roles and responsibilities at each level (to avoid duplication of effort and understand authorities at the various levels)
 - SAI process overview and status of SAI Team (SAIT)
 - Identify potential fallout/issues (pre-occupation with failure)
 - Identify needs at the various levels
 - Decision to send Advanced Party FA Liaison/Team
 - b. Members on the call can include:
 - Local – District/Field Office Manager, Fire Management Officer, Public Information Officer
 - State – State Director, FMO and AFMO/Operations, Public Affairs Officer
 - FA – Assistant Director, Deputy Assistant Director, Senior Fire Advisor (WO), Chief-Division of Fire Operations, Chief - Division of Aviation (if aviation/ground related), Chief - External Affairs, Branch Chief - Preparedness and Suppression, FA Safety Manager; and others as identified.
2. Determine if there is need for an Advanced Party FA Liaison/Team

The FA-300 Division of Fire Operations Chief will coordinate with the affected SFMO and evaluate the need for an FA Liaison to the local unit/state office. The FA liaison will be selected by the FA-300 Division Chief and will immediately mobilize to the accident incident or unit. The FA liaison is responsible for:

 - Assisting the local unit and/or incident with preparations for the arrival of the SAI Team;
 - Providing assistance to the local unit and affected personnel to ensure the SAI policy and procedures, CISM and other processes are implemented;
 - Coordinating with the local unit, employee's home unit, and affected state office(s) to ensure continuity of fire management and fire operations; and
 - Serving as a point of contact for FA at the accident location and/or local unit.

This position/team is not part of the SAI Team, and the need for the continued FA Liaison support will be determined by the FA-300 Division Chief.

3. For interagency investigations, coordinate with respective agency(s) fire operations chiefs/directors.

FA Safety Manager

1. Prepare letter of Delegation of Authority for AD FA signature.
2. Mobilize SAI Team:
 - Coordinate with Preparedness Branch to obtain SMEs.
 - Coordinate/negotiate with interagency parties to the SAI (per delegation of authority) on SAI team positions, etc.
 - Obtain local point of contact (POC)/SAI liaison information
 - Send “*Local Unit Initial Actions for Serious Accident Investigations*” document to local POC/liaison.
 - Initiate SAIT resource order through NICC Floor Coordinator.

FA-320 Preparedness Branch

1. Identify Fire Operations SMEs, including interagency (i.e. FS) SMEs, as requested by FA Safety Manager, for SAIT membership.
2. Coordinate with State AFMO, Operations/FOG Rep to identify any needs for additional staffing to maintain continuity of fire operations.

State Office (State Director, State FMO, State Public Affairs, State Safety Manager)

1. Coordinate with the FA Safety Manager and local unit staff to prepare 24 Hour Report and for SAI Team needs.
2. Coordinate with FA External Affairs office, determine level of media interest and determine need for news releases and/or leadership talking points (note: all external communication e.g. news releases/talking points, will be coordinated through FA External Affairs prior to release).
3. Determine if off-unit employee(s) and/or line officer is needed for affected unit’s continuity of operations/support. Request national level assistance as necessary.
4. If serious accident meets OSHA notification requirement, State Safety Manager has responsibility to make notification to OSHA hotline.
5. For interagency investigations, coordinate with respective agency(s) counterparts.

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Local Unit (District/Field Office Manager, FMO, Safety Manager)

1. Obtain the specific information regarding the incident (who, what, when, where) and provide information to state office who will pass along to national levels (WO and FA).
2. Determine if appropriate response and assistance is being provided at the scene and ensure any additional needs are met and all persons involved are accounted for. If there is interagency involvement, coordinate efforts with agency(s) partners.
3. Initiate local unit incident response plan: refer to *AA Guide to Critical Incident Management (PMS 926)*, or *BLM LE and Fire LODD Guide*.
 - Notify local/agency law enforcements as jurisdiction/authority dictates.
4. Designate staff for these positions:
 - Local Unit Point of Contact(POC)/SAI Team Liaison
 - Family Liaison
 - Local/On Scene Coordinator – ensure accident site protection
 - Local Public Information Officer (PIO)/External Affairs; coordinate media relations with State and FA External Affairs
5. Collect any written statements and contact information from involved employees.
6. Ensure that witnesses and co-workers are available to the SAI Team.
7. Coordinate with SAI team to ensure interviews are conducted in a timely manner and prior to critical incident stress debriefings if possible.
8. If the affected employee(s) is off their home unit, contact the home unit Agency Administrator.
9. Ensure 24 Hour Preliminary Report is completed and coordinated with the State Office. (Release of 24 Hr. Preliminary report will be done by FA).
10. In-brief with the SAI team (as set by SAIT Leader), and review Delegation of Authority.
11. Coordinate with SAI Team so they can complete 72 Hour Expanded Report.

Updated March 2015