



NEW ORLEANS POLICE DEPARTMENT OPERATIONS MANUAL

CHAPTER: 55.2.6

TITLE: HOSPITAL PROTOCOL FOR INJURED OFFICERS OR MEMBERS WHILE ON DUTY

EFFECTIVE: 10/22/2017

REVISED: Replaces Policy 1067

PURPOSE

The purpose of this Chapter is to set guidelines for the notifications of Communications Services, the injured officer's Commander, and family members or other close concerned individuals of police officers who are injured while on duty, at a paid detail, or in the line of duty, and whose family members have not been notified. This chapter provides guidance on providing a NOPD waiting room, at University Hospital (2021 Perdido Street) or Tulane Medical Center (1415 Tulane Avenue), where officers can gather to prevent crowded conditions in the Emergency Room which can disrupt medical care. This chapter also provides guidelines on centralizing, updating, and disseminating medical status reports and providing an opportunity for group counseling, if necessary.

POLICY

1. In the event a police officer or other member of the department is seriously injured on duty or while on a paid detail, the welfare of the injured individual is of the utmost importance.
2. The University Hospital will provide the Hospital Police Office, or other suitable location, as the NOPD waiting room. The waiting room will provide direct access to the Accident Room and offer privacy, telephones, and restrooms.
3. Depending on the time of day and number of concerned officers, Tulane Medical Center will provide NOPD waiting areas in the cafeteria, front lobby, chapel, Room 1000, and/or the Comprehensive Health Care office. These areas are all located on the first floor of the hospital, near the Emergency Room, and all offer privacy, telephones, and restrooms.
4. An assigned supervisor from the injured person's place of assignment, as designated by the member's Commander, shall be in charge of the hospital area. If, because of the unit size of the injured person's place of assignment, no ranking officer is available, a ranking officer from the District of occurrence, assigned by the District Commander, shall be in charge of the hospital area until such time as a supervisor from the injured person's assignment can arrive at the hospital. The assigned supervisor shall:
 - (a) Coordinate with an on-duty hospital security officer to establish the NOPD waiting room;

- (b) Take command of the emergency room area for the purpose of restricting the entrance of all other officers into the emergency room, except for those specifically charged with investigating the incident;
 - (c) Direct all other officers to assemble in the NOPD waiting room;
 - (d) Ensure the injured person's Commander to be notified and remain in charge until a replacement has arrived at the hospital; and
 - (e) Not make any statements to the media and instruct other police personnel to do likewise.
5. The assigned supervisor at the hospital shall not allow other police personnel to congregate in the private area and shall instruct the police personnel at the hospital not to engage in conversation with, or make remarks to, relatives upon their arrival at the hospital until proper notification has been made.
6. The assigned supervisor in charge of the hospital area shall designate a liaison between the medical staff and the department. This officer shall frequently report to the NOPD waiting room and update the condition and status of the injured individual.
7. The assigned supervisor in charge of the hospital area shall contact the NOPD Liaison to Communications Services and supply a telephone number(s) to the waiting room.
8. The NOPD waiting room shall be open until the injured officer has been removed from the emergency room. The assigned supervisor in charge of the hospital area shall notify Communications Services when the NOPD waiting room has been closed.

DUTIES OF THE INJURED MEMBER'S COMMANDING OFFICER

9. If the assigned supervisor in charge of the hospital area is not a member of the Commander's unit, division, or section, the Commander shall immediately assign a ranking officer from his/her command to proceed to the hospital and take charge of the hospital area.
- (a) The Commander shall assign a guard(s) to the injured officer once he/she has been moved to a recovery room or a hospital room. The officer on guard duty shall:
 - i. Restrict visitors completely, upon orders of the injured person's physician;
 - ii. Limit visitors to immediate family members and/or persons specifically requested by the injured person and his/her family;
 - iii. Provide information on the person's medical condition to individuals who are denied the opportunity to visit the injured person; and
 - iv. Notify Communications Services, the Public Affairs Office, and the injured person's Commander when there is a significant change in the person's medical condition.
 - (b) The guard detail shall end when the individual is no longer in need of the services provided, or when a long period of hospital recuperation is expected.
 - (c) The Commander of the injured individual shall immediately and personally notify the relative or person listed on the **Emergency Notification Form (Form #162)** which can be found in the Forms folder at <http://www.nopd.org>. Depending on the severity of the injuries, this notification can be made either by telephone or in person. If the injury is life threatening, or the circumstances surrounding the cause of the injury would lead the relative to believe the injury is life threatening, the notification shall be made in person at the relative's residence.
 - (d) If notification of family members is made at the residence, the Commander shall cause the following to happen:

- i. The Commander and at least one other officer shall proceed to the residence and inform the relatives of the incident.
 - ii. The relative(s) shall be transported to the hospital where the injured individual is being treated.
 - iii. In the event small children or incapacitated adults must remain at the residence, the additional officer shall remain at the residence with the parties until such time as arrangements can be made for their care.
 - iv. Upon arrival at the hospital, the Commander shall assign one officer from his/her command to the relative(s) to assist in gathering information on the individual's medical condition and provide for their well-being.
 - v. The Commander shall ensure that transportation is provided for the relatives back to their residence or other location if needed.
- (e) If notification of family members is made by telephone, the Commander shall:
- i. Inform the relative of the nature and extent of the injury emphasizing the injuries are not life threatening;
 - ii. Provide the name, address and telephone number of the hospital where the individual is being treated;
 - iii. Offer transportation to and from the hospital if needed;
 - iv. Provide for care and security of small children and incapacitated adults, if needed, until such time as arrangements can be made for their security.
- (f) The Commander shall inform the Public Affairs Office that notification of the family has been made.

DUTIES AND RESPONSIBILITIES OF THE PUBLIC INFORMATION OFFICER

10. Upon notification that a police officer or other department member has been injured while in the performance of his/her duty, the on duty Public Information Officer shall proceed to the hospital where the individual is being treated.
11. The Public Information Officer shall be the liaison between the media and the Police Department. The identity of the injured individual shall not be given to the media until he/she has been notified by the injured party's Commander that family notification has been made.
12. If the identity of the injured party is already known by the media, the Public Information Officer shall request they withhold the information from broadcast until family notification can be made.
13. The Public Information Officer shall gather information and release information to the media as per current policy and unit procedure.

ADDITIONAL RESPONSIBILITIES

14. In the case of serious injury, Communications Services shall notify the Police Psychologist(s) and inform him/her an individual has been injured in the line of duty. If a psychological debriefing or other counseling is necessary, the psychologist shall report to the NOPD waiting room and report to the injured party's Commander.
15. In the case of serious injury, Communications Services shall notify the Police Chaplain(s) and the commander of the Employee Relations Section. The Police Chaplain and a representative of the Employee Relations Section shall report to the NOPD waiting room (or other appropriate location within the hospital) to render their

services to other members of the department, family members and the injured individual.

PROHIBITIONS

16. Visitor limitation, at times, is in the best medical interest of the injured person. Department members shall not use their official position or identification to enter into areas of the hospital otherwise prohibited to visitors unless conducting an official police investigation and not without permission of the injured party's physician.
17. When visiting an injured party at the hospital, officers shall not park on the emergency ramp or other locations reserved for emergency vehicles.
18. Members of the department shall not release the name of the officer or details of the incident to the media or the public in general or in a manner which is likely to reveal those facts prior to the official public information release.