




U.S. Immigration
and Customs
Enforcement

**Handbook for Loss of Life, Serious Injury,
and Missing Employees**

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Foreword

The law enforcement community shares an *esprit de corps* that is unique among public service occupations. This sentiment is based on the fact that law enforcement officers (LEOs) dedicate themselves to service despite knowing that they often place their lives at risk in the performance of their jobs. This Handbook for Loss of Life, Serious Injury, and Missing Employees (hereafter referred to as the Handbook) provides guidance for U.S. Immigration and Customs Enforcement (ICE) personnel to implement the policy contained in the ICE Directive "Loss of Life, Serious Injury, and Missing Employees," dated *TBD*. It further prescribes applicable protocols and entitlements in the event of the death or serious injury of an LEO or other employee in the performance (line) of duty that are in accordance with long established traditions of the law enforcement community. Certain protocols are exclusive to LEOs and are designed to provide distinct recognition to the especially significant role LEOs have at ICE and in the federal service. This Handbook also describes procedures and protocols for ICE to provide to non-law enforcement personnel that are intended to recognize the dedication and unique contribution of these employees to the ICE mission and the community at large.



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Definitions.

For the purposes of this Handbook, the following definitions apply:

Directorate or Program Office Liaison. Official who serves as the Directorate or Program Office’s single point of contact for matters involving the death, serious injury, or missing status of an employee.

Emergency Points of Contact (POCs). Person(s) identified by the employee who are to be notified in the event of death, serious injury, or missing status.

Employee. For the purpose of the accompanying Loss of Life, Serious Injury, and Missing Employees Directive, except where otherwise specified, anyone who works for ICE, including LEOs, non-LEOs, and detailees.

Field Responsible Officials. The highest-ranking official in any ICE field location. This includes Special Agents in Charge (SACs), Field Office Directors (FODs), Attachés, Chief Counsels, and any other officials who have been designated in writing by the ICE Director.

Headquarters Responsible Officials. Executive Associate Directors (EADs) of Homeland Security Investigations (HSI), Enforcement and Removal Operations (ERO), and Management and Administration (M&A); and the Assistant Directors, Officers, or equivalent positions who report directly to the Director, Deputy Director, the Chief of Staff, or the EAD for M&A.

Killed in the Performance (Line) of Duty. The death of an LEO which was a direct or proximate result of a personal injury sustained while engaged in a mission-related law

enforcement activity or in direct support of any law enforcement activity, which may include off-duty intervention in order to save life or limb.¹

Law Enforcement Officer (LEO). An employee, the duties of whose position are primarily the investigation, apprehension, or detention of individuals suspected or convicted of offenses against the criminal or immigration laws of the United States, including an employee engaged in this activity who is transferred to a supervisory or administrative position.

Missing Status. The status of an employee who is in active service and is officially determined to be absent in a status of: (1) missing; (2) missing in action; (3) interned in a foreign country; (4) captured, beleaguered, or besieged by a hostile force; (5) detained in a foreign country against his or her will; or (6) isolated from friendly support and forced to evade capture.

Notification Officer. The management official who notifies an employee's emergency POCs/family about the death, serious injury, or missing status.

Serious Injury. A traumatic physical wound or condition of the body (e.g., bone fracture; severe hemorrhaging; physical loss of or function of a limb, major organ system, or eyesight) directly and proximately caused by external force (e.g., bullets, explosives, sharp instruments, blunt objects, or physical blows to the body or head, chemicals, electricity, climatic conditions, infectious disease, radiation, virus, or bacteria) or an injury so severe that an employee is incapacitated and cannot provide notification or make arrangements for him or herself. This does not include any occupational disease or any condition of the body caused or occasioned by stress or strain.

¹ ICE considers a 9/11-related exposure death a line of duty death. As such, employees who pass away in this category are afforded full benefits as other employees who die in the line of duty.

Section 1

Internal Notification of Death, Serious Injury, or Missing Status

1. Employees

All Employees

Upon determining that an ICE employee or other person working for ICE in a non-employee status (e.g., contractor or detailee) has died, been seriously injured, or is missing, employees must use the most expeditious means available (phone call or e-mail) to immediately notify:

- a) 911 and/or the National Law Enforcement Communications Center (NLECC) if present at the scene where another ICE employee has been killed or seriously injured; and
- b) Their immediate supervisor.

Employees Assigned to Foreign Posts

All employees of U.S. departments and agencies assigned to foreign posts fall under the authority of the Chief of Mission with regard to post operations and diplomatic security. Pursuant to Department of State regulations, ICE employees deployed abroad must first report the death, serious injury, or missing status of an ICE employee abroad to the Department of State Regional Security Office at the foreign post to which they are assigned. To comply with ICE reporting procedures, ICE employees deployed abroad will report the death, serious injury, or missing status of an ICE employee occurring overseas to the JIC, the JIOC, and the appropriate HSI-International Operations (IO) Headquarters Operations Chief, who will serve as the notified supervisor for purposes of Section 1(b).

Employees on Temporary Travel Abroad

ICE employees on temporary travel status who do not fall under the direct responsibility of the Department of State or HSI-IO should report the death, serious injury, or missing status of an ICE employee abroad to their immediate supervisor in accordance with Section 1(b).

2. Supervisors.

The notified supervisor must immediately report the information to:

- a) The Joint Intake Center (JIC) at (877) 246- (b)(7)(E) and
- b) The Joint Intelligence Operations Center (JIOC) at (202) 732- (b)(7)(E) (866) 514- (b)(7)(E) or (b)(7)(E) @dhs.gov.

Once they receive notification, supervisors or ranking ICE officials are required to contact the JIC and JIOC, regardless of whether another employee has made initial contact. Following these notifications, the supervisor must also notify his or her chain of command.

3. JIOC

Upon receiving notice that an ICE employee is deceased, seriously injured, or missing, the unit chief of the JIOC must immediately:

- a) Prepare an Executive Summary and forward it to the ICE Director, Chief of Staff, and the Headquarters Responsible Officials, as applicable.
- b) Contact OPR and the Office of Human Capital (OHC) to ensure they have received notice of the death, serious injury, or missing status.
- c) Obtain from the Directorate or Program Office Liaison, once identified, the employee's biographical information.
- d) Notify the HSI Office of International Affairs (OIA) Personnel Recovery Unit (PRU) of the death, serious injury, or missing status of an ICE employee at a foreign location.

4. Field Responsible Official

Upon receiving notice that an employee within his or her area of responsibility is deceased, seriously injured, or missing, the respective Field Responsible Official must:

- a) Provide timely notification to the Headquarters Responsible Official.
- b) Take action to ensure continuity of operations.
- c) Begin serving as the Directorate or Program Office Liaison as the Directorate or Program Office's single point of contact for coordination of all matters involving the affected employee. As a part of this duty, the Field Responsible Official may serve as the Notification Officer if the Headquarters Responsible Official elects not to do so.

5. Headquarters Responsible Official

Upon receiving notice that an employee within his or her chain of command is deceased, seriously injured, or missing, the respective Headquarters Responsible Official must:

- a) Provide timely notification to the Director and senior ICE leadership.
- b) Serve as the Notification Officer, if so desired, or assign the Directorate or Program Office Liaison or another management official to fulfill that role.
- c) Select a management official as Directorate or Program Office Liaison to serve as the Directorate or Program Office's single point of contact for matters involving the death, serious injury, or missing status of an employee.

Section 2

Assignment of Liaison Officers

1. Selection of a Directorate or Program Office Liaison

When an employee is killed, seriously injured, or becomes missing, the respective Field Responsible Official will serve as the Directorate or Program Office Liaison. In all other cases, the Headquarters Responsible Official will select a management official from the respective Directorate or Program Office to fulfill that role.

2. Selection of a Notification Officer

Unless the Headquarters Responsible Official or Directorate or Program Office Liaison elects to personally notify an employee's family of his or her death, serious injury, or missing status, the Directorate or Program Office Liaison will select another management official to fulfill that role.

If the employee's family lives in a different area of the country or in a foreign country, the Directorate or Program Office Liaison must contact the local ICE office in that area and request that a management official serve as the Notification Officer to personally make the notification. If no ICE official is available, the Directorate or Program Office Liaison must contact a local Employee Assistance Program (EAP) Coordinator, local law enforcement chaplain, State Police or Highway Patrol official, medical examiner (if applicable), or State Department official in the area and request that individual to deliver the notification in person.

In the event that a non-employee (e.g., a contractor or detailee) dies, suffers a serious injury, or becomes missing while working for ICE, a Headquarters Responsible Official or a Field Responsible Official, depending upon the duty station of the affected individual, will select a Notification Officer to notify the individual's employer.

3. Selection of a Family Liaison

The Directorate or Program Office Liaison will select a supervisor or manager who knows the deceased, injured, or missing employee to serve as the Family Liaison and assume responsibility for facilitating communications between the family and ICE.

4. Selection of a Benefits Coordinator

The Human Capital Officer will select an individual to serve as the Benefits Coordinator, who will work with the Family Liaison and the Human Resources Service Center to provide information on all Workers' Compensation, indemnity

benefits, funeral payments, and other benefits for which employees and/or family members may be eligible.

5. Selection of a Human Resources Service Center (HRSC) Representative

The Human Capital Officer will select an individual to serve as the HRSC Representative who will work with the Family Liaison and the Benefits Coordinator to obtain legal documents for processing benefit claims, to prepare estimates of benefits payouts and/or funeral payments, and to serve as the ICE point of contact with benefit paying agencies.

Section 3

Notification of Emergency POCs/Family

I. ICE Employees

An employee's responsibilities as a Notification Officer take precedence over all other ICE duties until the notification process is complete (for Notification Officer Guidelines, see Appendix A). When reporting the death, serious injury, or missing status of an ICE employee, the Notification Officer must:

- a) Assemble a Notification Team of at least one other individual who will accompany the Notification Officer to notify the employee's emergency POC in person. **Notification must ALWAYS be made in person by at least two people.**
- b) As soon as possible, go to the residence or workplace of the emergency POC and deliver the notification in person. The Notification Officer must honor an employee's wishes regarding who they want to be notified, but, unless otherwise stated, the individuals listed below will be notified in the following order of precedence:
 - The individual named as the employee's emergency POC on official documents;
 - The employee's spouse/life partner/significant other as listed on official documents listing next of kin;
 - If there is no spouse, children at least 18 years old;
 - If there are no children at least 18 years old, the employee's parents;* or
 - If the parents are not living, any other closest living family member who is at least 18 years old;

* If possible, the Notification Officer should provide the employee's parents the courtesy of a personal notification after the emergency POC, spouse, and/or children are notified.

- c) If requested by the family, attempt to arrange for other family members, clergy, or friends to be with the family notified, and stay with the family until those individuals arrive.

- d) In the event that the employee is hospitalized, if requested by the family, arrange for the family's transportation to the hospital. An authorized management official may designate the use of a government vehicle (GOV) by authorized ICE personnel only for transportation of family members to the hospital only. Accordingly, if, after the initial notification, the immediate family requests to visit the hospital, the Notification Officer may request that ICE authorize the use of a GOV and a designated driver to the family members to transport them. (Note: Transportation for non-family members to and from the hospital is not an authorized use of government vehicles to and from the hospital.) For subsequent trips to the hospital, the Notification Officer should assist the family in arranging transportation to and from the hospital.
- e) In the event that the employee is hospitalized, serve as the Hospital Liaison and stay with the family at the hospital. In instances when the Notification Officer cannot accompany the family to the hospital, or cannot stay at the hospital indefinitely, he or she will designate a Hospital Liaison to stay with the family while they are at the hospital and liaise with hospital staff.

2) Contract Personnel

In the event that the individual who dies, is injured, or is missing is a contractor, the Notification Officer will determine the contractor's employing company or employing agency and then notify the Contracting Officer's Technical Representative, who will contact the contractor's employer or the person designated in the contract or memorandum of understanding as the agency's point of contact.

3) Detailees

In the event the person who dies, is injured, or missing is a detailee, the Notification Officer will notify the detailee's employing agency.

Section 4

Assistance and Support for Family and Co-Workers

1. Hospitalization

- a) Notification Officer. In the event that an employee is hospitalized as a result of a serious injury, the Notification Officer will serve as the Hospital Liaison. If the Notification Officer is unable to serve in this capacity, he or she will assign this duty to another individual.
- b) Hospital Liaison. Once selected, the Hospital Liaison must:
 - i) Coordinate any activities related to an employee's hospitalization with the family, hospital personnel, and ICE personnel, as necessary.
 - ii) If requested by the family, coordinate with hospital personnel to provide an appropriate and private waiting area for the emergency POC, the family, and other loved ones.
 - iii) Arrange a separate area for the employee's co-workers and friends to assemble.
 - iv) Coordinate with OPA to arrange for a media-staging area, if necessary.
 - v) Ensure that the family is updated regarding the incident and the employee's condition upon arrival at the hospital.
 - vi) Arrange transportation for the family back to their residence. ICE is not authorized to pay for expenses related to the transportation of family member back to their residence. If, however, transportation using a GOV is requested, the Notification Officer must advise his or her supervisor that a GOV and a designated driver are requested for transportation assistance and request that ICE officials designate the use of a GOV as an official use. (Note: Transportation for non-family members to and from the hospital is not an authorized use of government vehicles to and from the hospital.)

2. Family Liaison

Once all of the appropriate notifications have taken place, the individual designated as the Family Liaison will meet with the family and begin to serve as the primary point of contact between the family and ICE. The Family Liaison

serves as a facilitator between the family and ICE; he or she does not have a decision-making role. All interactions between ICE (Benefits Coordinator, OHC Representative, etc.) and the family should include the Family Liaison. The Family Liaison must:

- a) Meet with the family and advise them of the role of the Family Liaison.
- b) Exchange contact information with the family.
- c) Designate a backup to take over the role if he or she is unavailable or needs assistance and provide the family with that individual's contact information.
- d) Coordinate with OPR, OPA, and the ICE Privacy Office, and relay all details of the incident to the family at the earliest opportunity and keep the family up-to-date on new information that becomes available and on any continuing investigation concerning the employee's death, serious injury, or missing status.
- e) If a criminal investigation or prosecution is commenced as a result of the death, serious injury, or missing status of an ICE employee, in conjunction with OPR, OPA, and the Privacy Office:
 - i) Coordinate with OPA and consult with the ICE Privacy Officer to ensure that the family is informed of all new developments before any press releases are issued;
 - ii) Coordinate with OPR, OPLA, and the investigating and/or prosecuting agency to keep the family apprised of legal proceedings;
 - iii) Introduce the family to victim assistance specialists from ICE, the court, or of other relevant law enforcement agencies; and
 - iv) Arrange for investigators to meet with the family at the earliest opportunity following the conclusion of criminal proceedings to answer their questions.
- f) Relay the family's questions or concerns to the Directorate or Program Office Liaison and coordinate with him or her to ensure the questions or concerns are addressed.
- g) Relay any pertinent information from the Benefits Coordinator and the HRSC Representative to the family.

- h) Coordinate with OPA to handle any media concerns on behalf of the family, if so desired.
- i) Advise the family about any services available through the EAP (see Appendix C).

3. Supervisors

When an employee dies, is seriously injured or goes missing it may have a traumatic effect not only on that individual's immediate family, but also his or her co-workers. To help employees cope more effectively with a traumatic event affecting a fellow employee and to minimize the potential of psychological injury, supervisors should contact the EAP to report the incident and, if necessary, after consulting with the EAP, arrange for critical incident stress debriefing services. Supervisors must also make their employees aware of individual services available through the EAP and the Peer Support Program and strongly encourage employees to seek assistance if needed (see Appendix B). Supervisors may also seek the critical or traumatic incident response services of the Peer Support Program.

Section 5

Ongoing Reporting and Coordination.

1. Directorate or Program Office Liaison

Throughout the duration of an event involving the death, serious injury, or missing status of an employee, the Directorate or Program Office Liaison must:

- a) Continue to provide relevant updates to the Headquarters Responsible Official and Family Liaison.
- b) Continue to provide relevant updates and any requested information to the JIOC.
- c) Notify and coordinate with OPLA regarding any funding requests or use of ICE resources in support of the family to ensure that Agency funds can be expended or the resources may be used for a specific purpose.
- d) Arrange critical incident stress debriefings for all affected employees, if appropriate.

2. Headquarters Responsible Official

Throughout the duration of an event involving the death, serious injury, or missing status of an employee, the Headquarters Responsible Official must continue to provide relevant updates to the Director and senior ICE leadership.

3. Office of Public Affairs

OPA, with consultation and concurrence from the ICE Privacy Officer, must:

- a) Prepare Privacy of Information and Media Statements for use by ICE officials.
- b) Develop a briefing package for the Office of the Director.
- c) Coordinate briefing materials and media engagements with DHS OPA.

Section 6

Actions to Take in the Event of an Employee's Death

1. Directorate or Program Office Liaison

After all of the applicable notifications are made following the death of an employee, the Directorate or Program Office Liaison must:

- a) Provide the Headquarters Responsible Official with information on the deceased employee so that he or she (and/or the Director) can contact the family to express sympathy.
- b) Coordinate with OPA and the ICE Privacy Office to prepare and forward a message to employees from the Directorate or Program Office expressing sympathy for the loss.
- c) Coordinate with the Office of the Executive Secretariat to prepare a condolence letter for the Director's signature.
- d) Work closely with the Family Liaison Officer to ensure that the needs of the family are met.
- e) If the deceased is an LEO or other employee killed in the performance (line) of their duty, see Section 8, paragraph 2.
- f) In the case of a deceased LEO, and after consultation with the family, OPA, OPLA, and the ICE Privacy Office, issue a message to other law enforcement agencies and an ICE Bulletin to include the following information:
 - i) Name of the deceased LEO;
 - ii) Date and time of the death;
 - iii) Circumstances surrounding the death;
 - iv) Funeral arrangements (state if service will be private or a law enforcement funeral), if applicable;
 - v) Uniform to be worn to the wake and the funeral services, if applicable;
 - vi) Family's preferred expressions of sympathy, if applicable; and

- vii) Contact person and phone number for visiting departments to indicate their desire to attend any services or to obtain further information.
- g) Coordinate with the appropriate personnel to arrange security, if necessary, for the funeral activity and ensure proper protocol is followed for any visiting government officials.
- h) Coordinate with local law enforcement agencies for security of the family's home, if necessary, during funeral services.
- i) Obtain an interment U.S. flag. Coordinate with the Headquarters Responsible Official if the family wishes a flag presentation by the Director, and coordinate the presentation of the flag with the Honor Guard Commander.
- j) Direct the funeral activities of ICE and visiting police departments according to the wishes of the family.
- k) Assign Directorate or Program Office representatives as ushers at funeral or memorial service venues, if necessary. ICE may designate a limited number of official representatives who may travel at government expense to the funeral. This should be coordinated with OPLA.
- l) Coordinate with OPR to arrange for delivery of the deceased LEO's badge and credentials to the family.
- m) Maintain a roster of the law enforcement agencies sending personnel to the funeral, including:
 - i) Name and address of responding agency;
 - ii) Name of the department head;
 - iii) Number of LEOs attending;
 - iv) Number of LEOs attending the reception after the funeral; and
 - v) Number of vehicles.
- n) Acknowledge visiting and assisting law enforcement agencies and send letters of appreciation to visiting and assisting law enforcement agencies.

- o) Coordinate with OPLA regarding any funding requests in support of the family to ensure that Agency funds or other resources can be used for their support.
- p) Coordinate with OPLA to determine whether the incident resulting in the death of the employee triggers an ICE obligation to preserve evidence for potential litigation.
- q) Notify OSHA and the Headquarters Safety & Health Program Manager of the fatality in accordance with Standard Operating Procedure in the Occupational Safety and Health Program Requirement Handbook.

2. Family Liaison

After all of the applicable notifications are made following the death of an employee, the Family Liaison must:

- a) Ensure that close contact is maintained between ICE and the employee's family members and that their needs are met for as long as they feel the need for support.
- b) Offer to assist the family with funeral arrangement planning, as appropriate.

Note: ICE appropriated funds may not be used for these purposes. With the family's consent, coordinate with police benevolent organizations, such as Concerns of Police Survivors (C.O.P.S.), American Police Hall of Fame and Museum, the TASER Foundation, the Roger L. Von Amelunxen Foundation, and the Fraternal Order of Police (FOP) to determine the availability of funds that may be used to cover immediate expenses of the family regarding such matters. Also, determine what, if any, funds that public safety, places of worship, fraternal, and labor organizations will provide in terms of financial assistance for out-of-town relatives' travel costs, food for funeral attendees following the burial, etc. While the Family Liaison may not solicit such assistance from outside the Government, he or she may, with the family's consent, communicate their needs to outside individuals and organizations.

- c) If the deceased was an LEO, make the family aware of what ceremonial honors ICE can offer. If the family elects to have a law enforcement funeral, brief the family on the related procedures (e.g., firing a 21-gun salute, presenting the flag, playing of taps, etc.).
- d) Ascertain if the employee is a U.S. military veteran and is entitled to an interment or burial plot allowance or other benefits provided by the U.S.

Department of Veterans Affairs. Coordinate with the Office of the Chief Diversity Officer's Veterans Coordinator, as needed.

- e) Inform the Directorate or Program Office Liaison of funeral arrangements and the family's decision concerning a law enforcement funeral, if applicable, or another type of funeral, particularly a military or a private funeral.
- f) Inform the Directorate or Program Office Liaison of the family's wishes regarding an LEO's uniform items, if applicable, such as badge (retired), name tag, rank insignia, hats, etc., and coordinate the family's wishes with OPR.
- g) If the family of a deceased LEO desires a burial in uniform, obtain a uniform and all accoutrements (except weapon) and deliver them to the funeral home.
- h) As appropriate, provide the family any assistance it desires, including assisting with travel and lodging arrangements for out-of-town family members, coordinating with neighbors or other family members to arrange for food, transportation needs, etc. See note in Section 6(2)(b).
- i) Apprise the Directorate or Program Office Liaison of the family's food, lodging, and transportation needs related to the funeral. Generally, Agency funds are not available for these types of expenses.
- j) Ensure that any surviving parents, spouse, children, siblings, and grandparents are afforded recognition and that proper arrangements are made for them during the funeral and the interment.
- k) Arrange for local Emergency Medical System personnel to stand by for the family or to provide emergency treatment during funeral activities that occur during extreme weather conditions.
- l) If necessary, coordinate traffic management with other law enforcement agencies during the viewing, the funeral, and the procession.
- m) Coordinate with local law enforcement agencies to provide routine residence checks of the survivor's home by mobile patrol for 6 to 8 weeks following the funeral. This service is necessary since the family members may be spending much time away from the home dealing with legal matters.

3. Supervisor

In the event of an employee's death, that employee's supervisor must:

- a) Secure all ICE property assigned to the employee (including badges and credentials) in accordance with applicable ICE and OPR clearance procedures.
- b) Secure the employee's personal property and provide it to the employee's family members, unless required as evidence.
- c) Provide the Directorate or Program Office Liaison with information about the deceased employee so that he or she can relay it to the Headquarters Responsible Official for the purpose of expressing sympathy to the family.
- d) Ensure that a separation Standard Form 52, Request for Personnel Action is initiated and forwarding it to the Office of Human Capital (OHC) for processing.

Section 7

Ceremonial Activities for Deceased Employees

A deceased employee may be entitled to ceremonial activities depending on the nature of his or her employment type (i.e., LEOs or non-LEOs) and the manner of death.

1. Deceased LEOs

A deceased LEO may be entitled to ceremonial activities depending on manner of death (see Appendix C). In the event of suicide, a deceased LEO may be provided ceremonial activities so long as the suicide is not associated with criminal misconduct. The EAD or Deputy EAD will determine whether ceremonial honors will be granted based on the facts and circumstances surrounding the LEO's death and, when necessary, in consultation with OPR and OPLA. Additionally, retired LEOs may be provided ceremonial activities on a case-by-case basis at the discretion of the responsible Directorate or Program Office.

2. LEOs killed in the Performance (Line) of Duty

The death of a LEO in the performance (line) of duty is a significant event worthy of special recognition. In addition to the ceremonial activities listed in Appendix C, when an LEO is killed in the performance (line) of duty he or she is also entitled to the following significant honors.

a) Lowering of Flags

Lowering the United States flag to half-staff indicates a nation in mourning and is a significant honor. While the loss of any member of the DHS family is a tragedy, lowering the flag to half-staff must be reserved for extraordinary circumstances (e.g., a traffic accident that results in death may not qualify for this honor).

Headquarters Responsible Officials may request that the Director forward a request to the DHS Secretary to fly the United States flag at half-staff to mark the loss of an LEO killed in the performance (line) of duty when:

- i) The loss occurred in the performance (line) of duty;
- ii) The loss occurred in direct performance of that duty; and
- iii) The loss occurred under extraordinary circumstances.

b) Agency Representation at Funeral

If the family expresses interest in ICE's presence at the funeral, the respective Directorate or Program Office Liaison will:

- i) Coordinate with other operational offices, and with OPLA, to determine and provide the appropriate level of ICE participation (e.g., honor guard, pallbearers, watch standing, etc.).
- ii) Provide the Director's Office with the funeral details so representatives from senior ICE leadership may elect to attend.
- iii) In coordination with OPA, OPLA, and the Privacy Office, prepare and forward a message to all ICE employees regarding funeral arrangements and further expressions of sympathy. If applicable, include information on the lowering of flags to half-staff and guidance to uniformed personnel regarding displaying black mourning bands over ICE badges (diagonal left to right or across the middle of the badge) from the time of the loss of life to the day of rest.

c) Administrative Leave for the Funeral of Fellow LEOs

Supervisors may grant administrative leave to LEOs to attend the funeral of a fellow LEO. Under the provisions of 5 U.S.C. § 6328, a Federal LEO may be excused from duty without loss of or reduction in pay or leave to which such officer or agent is otherwise entitled, or credit for time or service, or performance or efficiency rating, to attend the funeral of a fellow Federal LEO or Federal firefighter who was killed in the performance (line) of duty. When so excused from duty, attendance at such service shall for the purposes of 31 U.S.C. § 1345(1), be considered to be an official duty of the officer.

d) Inclusion on the ICE Memorial

OPA will coordinate inclusion of the name of an LEO killed in the performance (line) of duty on the ICE Memorial at ICE Headquarters (see Appendix D for full criteria).

3. Deceased Non-LEOs

Non-LEO employees may be provided ceremonial activities on a case-by-case basis at the discretion of the responsible Directorate or Program Office.

Section 8

Distribution of Benefits on Behalf of Deceased, Seriously Injured, or Missing Employees

1. Benefits Coordinator

The designated Benefits Coordinator will work with the Family Liaison and a representative from the OHC Human Resources Service Center to gather information on all Workers' Compensation, indemnity benefits, funeral payments, and other benefits that employees and/or family members may be eligible to receive (see Appendix E for a list of benefits). The Benefits Coordinator must:

- a) Ensure that the family of the deceased, seriously injured, or missing employee receives any benefits to which they are entitled.
- b) Coordinate with the OHC HRSC Representative to ensure that the appropriate benefits paperwork is filed.
- c) Upon notification of the loss of life, serious injury, or missing status of an employee, immediately contact the employee's HRSC Representative, providing personal contact information, as well as the employee's name, title, duty location, and date of the incident.
- d) Coordinate with the HRSC Representative to ensure that appropriate benefit-paying agencies and departments have received the necessary paperwork and to ascertain the status of payments.
- e) Obtain a printout of the benefits package from the HRSC Representative.
- f) Coordinate with the Family Liaison to keep family members apprised of any information related to benefit payments.
- g) Gather information on all federal and state benefits and/or funeral payments available to the family.
- h) If the affected employee is an LEO, contact the U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Assistance, regarding the payment of benefits under the Public Safety Officers' Benefits (PSOB) Program.
- i) If the affected employee is an LEO, and the family consents, notify police organizations, such as C.O.P.S., American Police Hall of Fame and Museum, National Law Enforcement Memorial, TASER

Foundation, the Roger L. Von Amelunxen Foundation, and the FOP of the loss of life of the LEO to ensure that any and all available entitlements, benefits, and assistance are provided. Coordinate with the HRSC Representative to ensure that this information is incorporated into the benefits package maintained by the HRSC. While the Benefits Coordinator may not solicit anything from these organizations, he or she may, with the family's consent, communicate their needs to them.

- j) In the event of the death of an LEO, coordinate with the Directorate or Program Office's mission support personnel to arrange for travel and lodging arrangements for the employee's spouse, children, and immediate family members to attend the National Police Officers' Memorial Week in Washington, D.C. (occurs each year during the week of May 15) when ICE is presenting a posthumous award to the family on the officer's behalf during Police Week. ICE appropriated funds may be used to pay for travel and transportation expenses of a limited number of family members only when ICE is presenting a bona fide posthumous award to the family on the officer's behalf. (See Section 9). Only one posthumous award ceremony shall be eligible for Government funded transportation and allowances, and this award presentation will normally coincide with the inscription of the LEO's name on the National Police Memorial Monument during Police Week.
- k) Coordinate with the Family Liaison and OHC Workers' Compensation Team member to be available to personally meet with the family to discuss any benefits they might receive. If the situation involves a loss of life, such contact should be made a few days after the funeral. If applicable, a member of the OHC Workers' Compensation Team will coordinate with hospital personnel regarding medical bills relating to the employee if the loss of life or serious injury occurred in the performance (line) of duty.
- l) In the event that an employee is seriously injured, ensure application of the various provisions of the leave program, including, but not limited to, the Voluntary Leave Transfer Program.

2. Human Capital Officer

- a) Designate a Benefits Coordinator and an HRSC Representative.
- b) In the event of an employee's death, OHC will discontinue payment on any paychecks in processing and ensure that any monies are forwarded to the appropriate beneficiaries based on the employee's designations.

- c) Ensure the HRSC Representative and Benefits Coordinator provide all information, give all assistance, and complete all responsibilities assigned to them in this Handbook, and if so desired by the family, coordinate all funeral/memorial services.
- d) Ensure that employees in a missing status are paid their pay and allowances beginning on the date their missing status began until the date on which they are no longer classified as missing, or until the date on which there is a determination of death.

3. Human Resources Service Center Representative

The HRSC Representative serves as the ICE point of contact with benefit-paying agencies. In the event that an employee dies, becomes seriously injured or missing, the HRSC Representative must:

- a) Coordinate with the Benefits Coordinator to obtain the employee's name, title, duty location, and date of the incident.
- b) In coordination with the Benefits Coordinator, obtain necessary legal documents (e.g., death certificates, marriage certificates, children's birth or adoption certificates, and guardianship papers) for processing benefit claims.
- c) Contact benefit-paying agencies (e.g., U.S. Office of Personnel Management, U.S. Department of Labor, etc.) to ensure that they have received the necessary paperwork and to ascertain the status of payments.
- d) In coordination with the Family Liaison, provide any necessary assistance in the preparation of all forms and explain when benefit payments can be expected. Preferably, do not mail benefits forms to the family.
- e) Provide the Benefits Coordinator with a written summary of the estimated benefits and/or funeral payments due to the family that lists named beneficiaries, contacts at various benefits offices, and the times when the family can expect to receive payments.
- f) Keep the Benefits Coordinator apprised of any information related to benefit payments.
- g) Meet/consult regularly with the Family Liaison and the Benefits Coordinator to ensure that the family is receiving the benefits in a timely manner.

- h) Determine whether the family is entitled to continued health benefits, and make this information available to the Benefits Coordinator.
- i) If there are surviving children from a previous marriage, provide the Family Liaison and Benefits Coordinator with information regarding any benefits the children may be entitled to receive.
- j) Advise employees who have returned from missing status that they have the option of receiving payment for annual leave that accrued but was forfeited, or having the leave restored to a separate leave account.
- k) In the event that an employee is seriously injured, assist the Benefits Coordinator with application of the various provisions of the leave program, including, but not limited to, the Voluntary Leave Transfer Program.
- l) Coordinate with the Family Liaison and Benefits Coordinator for the possible establishment of appropriate trust fund(s) into which monetary donations in memory of the deceased employee can be deposited. With the help of OPA, and with the consultation of OPLA and the Privacy Officer, disseminate the information and the location of the financial institution(s) ICE-wide.

Section 9

Continued Support for the Employee's Family

ICE must remain sensitive to the needs of the survivors long after the employee's death. The grief process has no timetable, and survivors may go through a complicated grief process.

It is critical that ICE make the survivors feel like they are still part of the ICE family. Members of the Directorate or Program Office are encouraged to keep in touch with the family. Close friends, coworkers, and officials should arrange with the family to visit their residence from time to time. They should make sure that the family expresses their desire of how to continue these contacts (which may be for an indefinite time period). Holidays may be especially difficult for the family, particularly if small children are involved. Increased contact with the survivors and additional support are important during these times. If the family should move to another location, Directorate or Program Office representatives should maintain communication as possible.

Survivors should also be invited to Directorate or Program Office activities to ensure continued contact. However, any such invitations extended to the survivors of the deceased employee are to be done at no expense to ICE.

Headquarters Responsible Officials should observe the employee's first anniversary death date with a short note to the family. If there is an official commemorative ceremony scheduled honoring ICE's fallen LEOs, Headquarters Responsible Officials may request that appropriated funds be made available for the purchase of flowers or coordinate with a local police benevolent organization to purchase flowers for the ceremony.

Headquarters Responsible Officials are encouraged to invite survivors to any ceremonies conducted when placing the name of a fallen LEO on the ICE Memorial Board or if and when the LEO's badge is being retired. In some instances, ICE appropriated funds may be used to pay for the survivor(s) of the LEO's travel and transportation expenses to dedication ceremonies. If the Director, or designee, determines in writing that the travel expenses for the fallen officer's immediate family members are necessary expenses associated with honoring the fallen officer and support ICE's overall mission, after OPLA coordination, invitational travel orders may be issued to such family members and ICE appropriated funds may be used to pay for the survivor(s) of the fallen officer's travel and transportation expenses to posthumous award ceremonies.

Authorized travel must be commensurate with the time and duration of the award ceremony. Travel authorization shall normally be limited to a single family representative unless the Director, or designee, authorizes additional individuals. Requests for appropriated funds to pay family member travel expenses must be coordinated with OPLA. Additionally, with the family's consent, designated Headquarters Responsible Officials may coordinate with police benevolent organizations

such as C.O.P.S., American Police Hall of Fame and Museum, the TASER Foundation, the Roger L. Von Amelunxen Foundation, and the FOP to determine the availability of funds that may be used to cover immediate expenses of the family regarding such matters. While Designated Headquarters Responsible Officials may not solicit anything from these organizations, they may, with the family's consent, communicate their needs to them.

The Family Liaison shall act as a long-term liaison with the family and ensure that close contact is maintained between the Directorate or Program Office and survivors and that their needs are met for as long as they feel the need for support. The Family Liaison should ensure that the family is receiving emotional support and counseling if they so desire.

Appendix A

Notification Officer Guidelines

Notification Team

- Notification must always be made in person by at least two people; therefore, the Notification Officer should ALWAYS assemble a notification team (two or more people).
- An ICE or other local law enforcement chaplain, a close friend of the deceased employee, or another ICE officer or agent may accompany the Notification Officer. However, if any of these persons are not readily accessible, the Notification Officer should not delay notification until they can gather. Timeliness is the key.
- The Notification Officer will decide who will be the primary speaker and what roles the other members of the team will perform.
- The Notification Officer should rehearse what will be said and be prepared to deal with unexpected questions and circumstances.
- The Notification Officer may obtain the services of a trained chaplain through local or state law enforcement agencies and additional advice may be sought from the EAP.

Coordination with the Office of Public Affairs (OPA)

- The Notification Officer shall not release the name of the deceased, injured, or missing employee to any person before notifying the emergency contact and next of kin. These individuals should learn of the loss of life, serious injury, or missing status from ICE first and not from the media or other sources.
- The Notification Officer should contact OPA requesting that they work with the media as the Notification Officer's focus must be the officer's or agent's family.
- If the media has obtained the LEO's name, OPA or the Notification Officer shall advise them to withhold the information pending notification of next of kin.

Preparation for Notification

- The Notification Officer must obtain current and correct information on the event leading up to the employee's death, injury, disappearance, or other relevant situation.
- If unable to so serve, the Notification Officer will select, if appropriate, a Hospital Liaison.
- If the Notification Officer is aware of any language barriers that exist, he or she should, if possible, select an available ICE employee who is fluent in that language to accompany him or her.

- If the Notification Officer is aware that an individual who will be notified has a medical or psychological problem that could reasonably require treatment following emotional trauma, he or she should make appropriate arrangements, including ensuring that emergency medical personnel are available, or are present with the Notification Team at the residence.

Delivery of the Notification

- The Notification Officer should make every attempt to make a loss of life, serious injury, or missing status notification inside the private residence of the individual(s) to be notified. If the notification takes place in a location other than a private residence, it should be done in a private space.
- The Notification Officer should clearly identify himself or herself as an ICE official and provide official identification.
- The Notification Officer should verify with whom he or she is speaking and ask to be admitted to the residence.
- The Notification Officer should impart the information slowly, clearly, and in plain language.
- The Notification Officer should relay as much information as possible regarding the specifics of the incident and use the deceased, injured, or missing employee's name. If the Notification Officer does not know all of the facts, he or she should not be afraid to admit that; however, the Notification Officer should assure the individual(s) who are notified that information will be provided as soon as it becomes available.
- If the employee has died, the Notification Officer should clearly state that fact. In this case, the Notification Officer should not avoid addressing the topic, attempt to impart the facts using innuendo, or give a false sense of hope. The Notification Officer must be clear in delivering the notification and should use accurate and definitive words such as "died" and "dead," rather than "passed away," to avoid any confusion.
- The Notification Officer shall not simply notify and leave; before departing, the Notification Officer should attempt to arrange for other family members, clergy, or friends to be with the individual(s) notified.
- For loss of life notifications, the matter of personal items of an employee need not be addressed immediately; survivors often need time before accepting their loved one's belongings.

Delivery of the Notification at the Workplace

- If a family member cannot be reached at his or her private residence and must be notified at his or her workplace, the Notification Officer should follow the procedures for a home notification.
- The Notification Officer should ask to speak to the workplace manager or supervisor and ask if the individual to be notified is available.

- The Notification Officer shall not divulge any details to the manager or supervisor regarding the purpose of the visit but shall express the urgency and importance of speaking with the individual to be notified.
- The Notification Officer should ask the manager or supervisor for a private room in which to meet with the individual to be notified.
- The Notification Officer should give the individual notified adequate time to react and offer support.
- The Notification Officer should allow the individual an opportunity to determine what he or she wishes to tell the manager or supervisor regarding the loss of life, serious injury, or missing status notification.
- The Notification Officer should offer to notify and/or provide information to the manager or supervisor if that is what the individual notified prefers.
- The Notification Officer should encourage the individual notified to allow the Notification Officer to take him or her home or to the hospital.

Additional Considerations for Delivery of the Notification

- The Notification Officer's empathy, sincerity, and support can make a vital difference in the mourner's eventual recovery from situations involving the loss of life, serious injury, or missing status.
- The Notification Officer's presence and compassion are the most important resources he or she will bring to a loss of life, serious injury, or missing status notification.
- A Notification Officer's show of emotion is allowable and appropriate, and the Notification Officer should allow the individual(s) notified to show his or her emotions.
- The Notification Officer must take time to provide information, support, and direction, and repeat the information as necessary for the family member(s). The notification process can be lengthy; the individual(s) notified may wish the Notification Team to remain for a time as a continued connection with the employee.

Visits to the Hospital

- The Notification Officer shall strongly encourage the individual(s) notified not to drive to the hospital.
- If an immediate family member requests to visit the hospital following initial notification, the Notification Officer may offer an ICE vehicle(s) and a designated driver.
- The Notification Officer will advise his or her supervisor that ICE transportation will need to be used for transportation assistance. The Notification Officer will request the Director, or designee, to designate the use of government vehicles by authorized officials for transportation of such family members to and from the hospital.
- Transportation for non-family members is not an authorized use of ICE vehicles to and from the hospital.

- If young children are at home, the Notification Officer should ensure that childcare arrangements are in place before departing for the hospital. If necessary, EAP staff may be helpful in identifying childcare assistance (see Appendix B for EAP contact information).
- Before departing for the hospital, the Notification Officer should notify the hospital staff and the Hospital Liaison (by telephone, if possible) that family members are en route.
- The Notification Officer should remain at the hospital while the family is present.

This is obviously a time of fear, anxiety, and grief for loved ones, and the person(s) assigned to be with the family should be guided by the premise that they are there to comfort the family as much as possible. This can be accomplished by being the conduit to the hospital staff and getting answers to the questions the family has about the condition of their loved one, medical procedures, hospital issues, and helping the family with the range of issues that arise in these situations.

Appendix B

Employee Assistance Program (EAP)

The EAP offers a variety of services and assistance to ICE employees and their family members. In addition, the EAP is a valuable resource to managers and supervisors for advice and guidance on dealing with difficult employee issues, post-traumatic event briefings, employee briefings on a variety of topics, and referral to other resources.

1. Issues addressed by the EAP include:
 - a. Life changes (e.g., divorce, new job, new baby, aging parents, grief and loss, retirement)
 - b. Life challenges (e.g., drug and alcohol abuse, depression, eating disorders, mental illness)
 - c. Legal and financial services
 - d. Job stress and burnout
 - e. Coping with difficult situations or difficult people
2. Contact Information
 - a. Toll-free number: 800-222-(b)(7)(E)
 - b. Website: (b)(7)(E)

Appendix C

Ceremonial Activity	Killed in the Performance (Line of Duty)	Died of Natural Causes while on Duty	Off-Duty Death
Honor Watch	Full—from time of loss until funeral	During visitation hours at funeral home	During visitation hours at funeral home
Ceremonial bagpiper	✓	✓	✓
Color Guard	✓	✓	✓
Casket team**	✓	✓	✓
Taps	Echo	Single Bugler	Single Bugler
Flag Folding Team	✓	✓	✓
Flag Presentation	✓	✓	✓
National Law Enforcement Communications Center (NLECC)(SECTOR) radio broadcast of last call for LEO	✓	✓	✓

* Ceremonial activities may be provided in the event of suicide so long as the suicide is not associated with criminal misconduct.

** Depending on the size of the honor guard, casket teams may be comprised of LEOs assigned to an ICE office in closest proximity to the funeral location

Note: The Directorates and Program Offices may offer other honors or forms of recognition, as appropriate. The extent to which ICE participates in a funeral depends upon the expressed wishes of the family of the deceased.

Appendix D

Criteria for ICE Memorial

- 1) Inclusion Criteria. The names of ICE LEOs who meet the following criteria will be included on the Memorial:
 - a) Officers or agents killed in the performance (line) of duty;
 - b) Officers or agents who die because of physical exertion while engaged in physical struggles with suspected criminals or in pursuit of suspects on foot or in a vehicle;
 - c) Off-duty officers or agents who act in response to, or who fall victim to, a law violation while responding to that violation; or
 - d) Officers or agents who die of a disease, if it is determined that the officer or agent contracted the disease while performing official duties or was exposed to hazardous materials or conditions while performing official duties.*

* In cases of loss of life caused by disease, ICE will seek the guidance of the Joint Pathology Center or other medical personnel with similar skills and expertise. If it is determined that the officer or agent died as a result of infectious disease contracted while performing official duties, or by exposure to hazardous materials or conditions while performing official duties, that officer or agent will be eligible for inclusion on the Memorial.

- 2) Exclusions. Deaths attributed to natural causes will be excluded. Also excluded will be deaths caused by any of the following circumstances:
 - a) Intentional misconduct;
 - b) Suicide or attempted self-injury;
 - c) Voluntary alcohol or controlled substance abuse;
 - d) Grossly negligent work practices;
 - e) Running or other types of exercise being performed as part of training programs administered by ICE;
 - f) Lifting of heavy objects; or
 - g) Commuting to work or traveling to training sessions or meetings.

3) Committee to Recommend Inclusions and Exclusions.

A standing committee consisting of representatives from the Directorates, Program Offices, and OHC will be responsible for reviewing the circumstances surrounding each loss of life and making recommendations about placement of names on the Memorial. The committee's recommendations will be submitted through the head of the affected Directorate or Program Office and OHC to the Director of ICE. The Director of ICE will make the final determination regarding inclusion or exclusion. The committee will also forward documentation about the circumstances of the deaths of those accepted for the Memorial to the ICE Archivist.

Appendix E

Benefits

There are numerous benefits that may be due to an injured employee or the next of kin/survivors of a deceased employee, such as retirement benefits, Thrift Savings Plan, life insurance, etc. Information on these types of payments should be obtained from the designated Benefits Coordinator and the HRSC Representative. In addition, the following death, injury, or missing benefits may be payable, as applicable:

1. Public Safety Officers' Benefits (PSOB) Program. The PSOB Program is administered by the U.S. Department of Justice, Bureau of Justice Assistance (http://www.ojp.usdoj.gov/BJA/grant/psob/psob_main.html) and provides death and education benefits to survivors of fallen LEOs, firefighters, and other first responders, as well as disability benefits to officers who die as the direct and proximate results of a personal injury sustained in the line of duty. The PSOB benefit is paid in addition to other benefits. However, no benefits will be paid pertaining to the loss of life of an LEO occurring in the performance (line) of duty or not in the performance (line) of duty (also referred to as "off-duty") if:
 - a) The death was caused by intentional misconduct or suicide;
 - b) The LEO was voluntarily intoxicated by alcohol or drugs;
 - c) The LEO was performing his or her duties in a grossly negligent manner;
or
 - d) The loss of life was caused by occupational illness or chronic disease, unless there was a traumatic injury which was a substantial factor in the loss of life.

Death – PSOB provides a one-time benefit to eligible survivors of public safety officers whose deaths were the direct and proximate result of an injury sustained in the performance (line) of duty on or after September 29, 1976. For the current death benefit amount, visit the PSOB web site at www.psob.gov.

Disability – PSOB provides a one-time benefit to eligible public safety officers who were permanently and totally disabled as a result of a catastrophic injury sustained in the performance (line) of duty on or after November 29, 1990. Injuries must permanently prevent officers from performing any gainful work in the future. For the current disability benefit amount, visit www.psob.gov.

Education – PSOB provides support for higher education to eligible spouses and children of public safety officers who died in the performance (line) of duty on or after January 1, 1978, or were catastrophically disabled in the performance (line) of duty on or after October 3, 1996. For the current maximum educational assistance amount per month, visit www.psob.gov.

2. Death Gratuity Payment. The following outlines the procedures for the administration, management, and processing of death gratuity payments:
 - a) In accordance with section 101(f) of Pub. L. No. 104-208, Div. A, Title I (1996), *reprinted in*, 5 U.S.C. § 8133 *note*, ICE will pay a death gratuity payment of up to \$10,000 to the personal representative of an employee whose death from an injury sustained in the performance (line) of duty occurred on or after August 2, 1990. This includes employees who die after separation from the agency if the death is the result of an injury sustained in the performance (line) of duty. It does not include employees whose death is determined to have resulted from willful misconduct. The \$10,000 death gratuity payment is in addition to other amounts paid except that the amount must be offset by the payments listed in 5 U.S.C. §§ 8133(f) and 8134(a) and other statutorily mandated amounts.
 - b) In accordance with 5 U.S.C. § 8102a, ICE will pay a death gratuity payment of up to \$100,000 to or for the survivor(s) of an employee who dies from injuries incurred in connection with the employee's service with an Armed Force in a contingency operation, as defined by 10 U.S.C. § 1482a(c).
 - i) The \$100,000 amount must be reduced and offset by any other federally provided death gratuity.
 - ii) This one-time payment will be disbursed to the survivors of the employee in a specific order of precedence set forth in the statute. An employee desiring to designate one or more alternate beneficiaries of a death gratuity payable under this provision must complete and sign a copy of form CA-40, *Designation of a Recipient of the Federal Employees' Compensation Act Death Gratuity Payment Under Section 1105 of Public Law 110-181 (Section 8102a)*, which can be obtained from the U.S. Department of Labor website at <http://www.dol.gov/owcp/dfec/regs/compliance/CA-40.pdf>. The employee should complete the form and forward the original to the appropriate OHC Human Resources Service Center for retention in the official personnel folder, or a related system of records, in case it is needed in the future. The employee should retain a copy of the completed form for his or her records.

3. In accordance with 5 U.S.C. § 8134, if a death results from an injury sustained in the performance of duty, the United States shall pay, to the personal representative of the deceased or otherwise, funeral and burial expenses not to exceed \$800, in the discretion of the Secretary of Labor.
4. An employee in a missing status is entitled to receive or have credited to his or her account, for the period he or she is in that status, the same pay and allowances to which he or she was entitled at the beginning of that period or may become entitled thereafter. The employee is also entitled to payment for annual leave which accrued but which was forfeited because he or she was unable to use the leave by virtue of the missing status, or to have the leave restored and credited to a separate leave account. For an employee who is missing or absent for more than 29 days, payment may be authorized to family members for transportation of household and personal effects to the residence of record.
5. Transportation and Relocation Expenses

In accordance with 5 U.S.C. §§ 5741 and 5742, payment of certain expenses is authorized for any employee when, at the time of death, the employee was on official travel, performing official duties outside the Continental United States, absent from duty, or reassigned away from his or her home of record under a mandatory mobility agreement. This includes payment for preparation and transportation of remains, and transportation of immediate family members and household goods.

In accordance with 5 U.S.C. § 5742d, a law enforcement officer, who dies as a result of personal injury sustained while in the performance (line) of duty, may be authorized for payment of any qualified expense of the immediate family of the covered LEO attributable to a change in the family's place of residence, if the place where the immediate family will reside following the death of the LEO is (1) different from the place where the immediate family resided at the time of the LEO's death, and (2) within the United States. Payment may also be authorized for preparing and transporting the remains of the deceased to the place where the immediate family will reside following the death of the LEO.