

Casualty Assistance Program (CAP)

Definitions

- A casualty is any injury or fatality on agency property
- A serious injury is any injury that is considered life-threatening, life-altering, or debilitating for longer than three months
- Next-of-kin (NOK) is the person most closely related to the victim, either by blood or affinity.



Background

Following any serious accident or fatality, the transit system may need to notify Next-of-Kin (NOK). Depending upon your organization and community, the responsibility of NOK notification may include employees, passengers and/or contractors injured or killed on transit property. While fatality notifications will typically be handled by law enforcement, injury notification is not. It is important that transit systems have a plan in place for how to make NOK notifications as appropriate.

Internal Notification

In the event of a fatality or a serious injury on agency property:

- The first person on scene shall immediately call 911, then notify their supervisor
- The supervisor shall compile all available victim information and contact the Casualty Assistance Officer (CAO) on duty
- The CAO will follow agency protocol to determine if NOK notification is required.

The Casualty Assistance Program is designed to:

- Train Casualty Assistance Officers on next-of-kin (NOK) notification procedures
- Eliminate delays in settling claims and paying survivor benefits, if applicable; and
- Assist NOK in other personnel-related matters

Casualty Assistance Officer

At least two employees should be designated and trained as Casualty Assistance Officers (CAOs). In the event of a fatality or serious injury the CAO on duty will:

1. Verify the name of the victim, the nature of the injuries and the victim's location
2. Obtain additional details about the victim including correct spelling of their name, residence, birth date, social security number and any details that may be pertinent.
3. Coordinate with EMS/law enforcement on how NOK notification will be handled
4. Confer with transit manager, board chair and attorney regarding the nature of the accident and the disposition of the victim(s).
5. If the injuries do not appear to be life threatening, contact NOK with information on the nature of the accident and hospital where the victim is being treated.
6. In the case of fatality or serious injury, assemble a NOK notification team:
 - o The CAO
 - o A workforce friend, if available
 - o A grief counselor and/or clergy member
7. Notify NOK regarding the nature of the accident and the condition and location of their loved one. NOK notification for agency personnel will be made in person if at all possible
8. Provide NOK with a written/printed card with the CAO's contact information
9. Determine the immediate needs or problems facing the NOK
10. Facilitate support and render prompt, courteous and sympathetic assistance as needed/appropriate. It is not expected that the CAO be an expert in all areas where assistance may be required, but rather the CAO ensures that the proper contacts are made and proper support is received
11. The typical NOK will require assistance for 90-120 days from notification
12. The CAP will prepare the victim/victim's family for the possibility of calls from the media. Obtain victim or NOK approval for agency to 1) protect or 2) release the victim's name, condition and extent of injuries to the media (the media will ask)

Next of Kin (NOK) Notification Worksheet

Name of Injured/Deceased: _____

SSN: _____

DOB: _____

Job Title: _____

Employer: _____

Residence: _____

City/town: _____

Name of NOK notified: _____

Contact Info: _____

Date and Time of NOK Notification: _____

COA Signature: _____

Summary of accident/other pertinent information provided to NOK

Completed by: _____

Signature: _____

Tel/email: _____

Emergency Info Request

Employee Name: _____

Position: _____

Start Date: _____

SSN: _____

DOB: _____

Address: _____

Emergency Contact: _____

Relationship: _____

Phone Number: _____

Street Address/City: _____

Signature: _____

Date: _____