

CHAPTER 02

17 IN THIS VOLUME

# The Hub.

## FUNERAL COORDINATOR

*Become the single source of truth, on purpose. Every other coordinator will need answers faster than a meeting can deliver them.*

The Funeral Coordinator is the single point of accountability for the entire service — the hub that every other role in this binder reports into. The Chief names one person, usually a senior officer with command experience, and that officer becomes the person the family, the agency, the clergy, the funeral home, and every visiting department can call with a question and get a single answer.

This checklist is the master planning document: it captures the officer's information, records every family decision, locks down each venue, and lists every coordinator who reports to the Funeral Coordinator. If anything in the response is going to be forgotten, this is the document that keeps it from happening.

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## PRACTICAL GUIDANCE – FROM AGENCIES WHO HAVE DONE THIS

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- 01 **Become the single source of truth.** Put every confirmed fact — venue times, dress code, procession route, dress uniform — into one shared document, one link, one version. When somebody asks, send the link.
- 02 **Run the meeting twice a day, short.** A fifteen-minute stand-up in the morning and a ten-minute wrap at night keeps the whole team synchronized. Longer meetings burn the people who are also grieving.
- 03 **Write down every family decision the moment it is made.** Families in shock will change their minds, and they should be allowed to — but the paper trail protects the Family Liaison from being blamed for the earlier instruction.
- 04 **Push final decisions as late as the family can take them.** Casket photo, program text, music — the family will revisit. Build slack into every printing, engraving, and ordering deadline.
- 05 **Trust the specialists, check their work.** Ask each coordinator daily: what do you need from someone else that you don't have yet?
- 06 **Build the contingency before you need it.** Rain plan for the cemetery. Overflow plan for the church. Second livestream feed if the first goes down. The day of the service is not the moment to improvise.
- 07 **Protect the Family Liaison.** They are the person most at risk of burnout in this entire response. Make sure they eat, sleep, and have someone to talk to. Rotate them every eight hours.

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## MODERN CONSIDERATIONS • 2026

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- **Encrypted secure channel.** Signal, WhatsApp, or agency-issued for the Planning Team; no sensitive details in open email or SMS.
- **Single shared cloud folder.** Google Drive / SharePoint / OneDrive for the master plan, venue maps, rosters, and timelines, permissions limited to the team.
- **Livestream plan.** Platform chosen, password-protected if family wishes, URL distributed only through official channels, archive delivered to family.
- **Drone airspace coordination.** FAA Temporary Flight Restriction if warranted; news drones coordinated; ground spotters identified.
- **Out-of-agency credentialing.** Digital pass / QR check-in for visiting departments at the church, so sign-in does not become a bottleneck.

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## TURN THE PAGE FOR THE CHECKLIST →

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## CHECKLIST 02 • HONORING THE FALLEN

# Funeral Coordinator checklist.

*A working one-page reference. Begin at first assignment; complete through service close.*

## FIRST 24 HOURS

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|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Receive formal assignment from the Chief, in writing.              | <input type="checkbox"/> Confirm with family: burial vs. cremation, full honors vs. private, public vs. family-only. |
| <input type="checkbox"/> Stand up the Planning Team; schedule twice-daily command briefing. | <input type="checkbox"/> Establish encrypted group channel for the team.                                             |
| <input type="checkbox"/> Create one shared cloud folder for plan, maps, rosters.            | <input type="checkbox"/> Confirm date, time, and location of service and interment in writing.                       |
| <input type="checkbox"/> Notify sister agencies through state association.                  | <input type="checkbox"/> Order badge shroud / mourning band guidance department-wide.                                |
| <input type="checkbox"/> Stand up hotel block and transportation for out-of-town attendees. |                                                                                                                      |

## VENUE &amp; SERVICE LOCK-DOWN

- |                                                                                               |                                                                                               |
|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Mortuary contract, casket selection, badge photo & inscription sent. | <input type="checkbox"/> Viewing windows confirmed (family / agency / public).                |
| <input type="checkbox"/> Vigil service confirmed (location, clergy, time).                    | <input type="checkbox"/> Funeral service venue, clergy, AV capacity walked.                   |
| <input type="checkbox"/> Interment / cemetery walked; tent, chairs, weather cover ordered.    | <input type="checkbox"/> Pallbearer roster (6 + 2 alternates); honorary roster as applicable. |
| <input type="checkbox"/> Reception venue confirmed; staffing and menu agreed.                 | <input type="checkbox"/> Order of service finalized with clergy.                              |

## COORDINATORS &amp; CONTINGENCIES

- |                                                                                     |                                                                                |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| <input type="checkbox"/> All 17 coordinators named in writing with mobile numbers.  | <input type="checkbox"/> Family Liaison Officer approved by the family.        |
| <input type="checkbox"/> PIO timeline locked for blackout and first public release. | <input type="checkbox"/> Livestream platform, URL, and archive plan confirmed. |
| <input type="checkbox"/> Inclement-weather plan for every outdoor element.          | <input type="checkbox"/> Master timeline distributed to every coordinator.     |
| <input type="checkbox"/> Walk-through scheduled for every venue the day before.     |                                                                                |