

## CHAPTER 07

## 17 IN THIS VOLUME

# The First Goodbye.

## VIEWING COORDINATOR

---

*The viewing is the first time the community sees the fallen officer — and for many family members, the longest, hardest stretch of the entire response.*

The Viewing Coordinator's job is to create three distinct, well-supported windows: a private window for immediate family, a window for extended family, and public windows for the agency and community. Every one of those windows has a different feel, a different staffing plan, and a different set of things that must go right.

The first hour with the family is often the hardest hour the spouse will ever have. Build generous time for it; do not schedule the agency window to bump up against it. Photograph the room before the first visitor arrives — the family will never see it this way again, and they will want to remember how beautifully their officer was honored.

---

## PRACTICAL GUIDANCE – FROM AGENCIES WHO HAVE DONE THIS

---

- 01 **Respect the three windows.** Family, agency, community — three different events with three different tempos. The family needs silence; the community needs to mourn visibly.
- 02 **Build generous time for the family window.** The first hour is the hardest hour the spouse will ever have.
- 03 **Keep the family's private-room door clear at all times.** They will want to step out, breathe, cry, take a call. The person assigned to that door stays there.
- 04 **The guest book tells the story later.** Staff it. Spare pens. Multiple books if the line will be long.
- 05 **Photograph the room before the first visitor arrives.** The family will never see it this way again.
- 06 **Watch the phone policy.** A single photo of the officer in the casket, posted to social media, is a wound the family does not forgive.
- 07 **End on time. Start the next window on time.** Discipline on the clock is a kindness to the family, who are living every minute.

---

## MODERN CONSIDERATIONS • 2026

---

- **Digital guest book.** Online condolences page with QR code on signage; printed for the family afterward.
- **No-phones / no-photos policy.** Signed at entry, enforced gently by Ushers during family and agency windows.
- **Optional livestream.** Family decision; usually no. If yes, one fixed camera, no close-ups of family, password-protected.
- **Smart-device privacy.** Alexa / Google / HomePod muted in the family's private room.
- **Scam / fraud handout.** For the family: phishing, fake GoFundMe pages, cold calls from "pension specialists."

---

## TURN THE PAGE FOR THE CHECKLIST →

---

## CHECKLIST 07 • HONORING THE FALLEN

# Viewing Coordinator checklist.

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

### DAY BEFORE VIEWING

- |                                                                       |                                                                                     |
|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <input type="checkbox"/> Confirm date, venue, four time windows.      | <input type="checkbox"/> Walk the viewing room with the funeral director.           |
| <input type="checkbox"/> Confirm Honor Guard rotation.                | <input type="checkbox"/> Confirm flowers and photo display with Flower Coordinator. |
| <input type="checkbox"/> Confirm transportation for immediate family. | <input type="checkbox"/> Confirm security/crowd-control needs with PIO.             |
| <input type="checkbox"/> Confirm guest-book and condolence-card plan. | <input type="checkbox"/> Confirm private retreat space for family.                  |

### TIME WINDOWS & ROLES

- |                                                                     |                                                                    |
|---------------------------------------------------------------------|--------------------------------------------------------------------|
| <input type="checkbox"/> Immediate family window time and staffing. | <input type="checkbox"/> Extended-family window time and staffing. |
| <input type="checkbox"/> Agency window time and staffing.           | <input type="checkbox"/> Community window time and staffing.       |
| <input type="checkbox"/> Family Liaison Officer present.            | <input type="checkbox"/> Funeral Coordinator present.              |
| <input type="checkbox"/> Honor Guard supervisor and rotation.       | <input type="checkbox"/> Greeter / receiving officer assigned.     |

### DISPLAY & SUPPORT

- |                                                                                     |                                                                         |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| <input type="checkbox"/> Family closes the casket — confirmed morning of.           | <input type="checkbox"/> Casket flag drape — confirmed.                 |
| <input type="checkbox"/> Photographs and uniform items displayed per family wishes. | <input type="checkbox"/> Wheelchair / walker accessibility verified.    |
| <input type="checkbox"/> ASL interpreter and language support if requested.         | <input type="checkbox"/> Water, tissues, restrooms clearly marked.      |
| <input type="checkbox"/> Donation-page QR code displayed at entry.                  | <input type="checkbox"/> Phone / livestream policy posted and enforced. |