

CHAPTER 12

17 IN THIS VOLUME

Tributes Received.

FLOWER MANAGEMENT LEAD

Hundreds of floral tributes will arrive — from sister agencies, community members, businesses, the governor's office, the officer's friends and family.

Each must be received without disrupting the service, staged in the right place, credited accurately, and — at the end — distributed where the family wants them to go. Without a dedicated coordinator this work sprawls: flowers pile at the wrong door, the sender's card is separated from the arrangement, and in the week after the funeral the family is still receiving deliveries.

The card is the memory. Protect the card. Photograph as you go. Publish an alternative donation channel — many senders would gladly donate to a family fund if they knew one existed.

PRACTICAL GUIDANCE – FROM AGENCIES WHO HAVE DONE THIS

- 01 **The card is the memory. Protect the card.** Staple, tape, or safety-pin every card to its arrangement the moment it arrives.
- 02 **Photograph as you go.** Every arrangement with its card legible, before placement and after. Upload to the shared folder in real time.
- 03 **Publish an alternative.** A QR code on the obituary, the agency social post, and the printed program redirects hundreds of senders to a family fund.
- 04 **Staff the door.** Two volunteers at the venue's loading area, with water and a rolling cart, is the difference between chaos and calm.
- 05 **Plan where everything goes after.** Hundreds of arrangements cannot go home with the family. Decide destinations in advance, line up the vehicles.
- 06 **Thank the florists.** Handwritten note from the Chief to the florists who pulled this volume together in days.
- 07 **Save one for the family.** Before distribution, pull one arrangement aside — a favorite — and deliver it privately.

MODERN CONSIDERATIONS • 2026

- **Digital card log.** Photograph each arrangement and card, uploaded in real time. Family receives a digital album of every tribute.
- **QR-coded donation alternative.** Posted alongside flower delivery address; many senders choose to donate instead.
- **Memorial ribbon / wreath registry.** Sister-agency wreaths photographed with crests visible; family has a record of every honoring agency.
- **Sustainability / waste plan.** Biodegradable wraps; donate surviving flowers to nursing homes or hospice with family consent.
- **Delivery vetting.** Single authorized driver list with venue security; no unvetted couriers admitted.

TURN THE PAGE FOR THE CHECKLIST →

CHECKLIST 12 • HONORING THE FALLEN

Flower Management Lead checklist.

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

PRE-SERVICE SETUP

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| ☐ Confirm venues where flowers will be received. | ☐ Publish single authorized delivery address through PIO. |
| ☐ Coordinate delivery windows with each venue. | ☐ Recruit team (lead + helpers + photographer). |
| ☐ Inventory supplies (clipboard, tags, cards, gloves, carts). | ☐ Confirm vehicles for transport between venues. |
| ☐ Confirm post-service distribution destinations with family. | |

DAY-OF MANAGEMENT

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| ☐ Drop-off and temporary parking identified at each venue. | ☐ Times deliveries accepted (from / to). |
| ☐ Entrance staffed during delivery windows. | ☐ Layout / placement plan walked with Funeral Coordinator. |
| ☐ Card stapled to each arrangement on receipt. | ☐ Photograph + card log uploaded in real time. |
| ☐ Flower vehicle parking reserved at interment. | ☐ Weather protection for outdoor staging. |

POST-SERVICE DISTRIBUTION

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| ☐ Reception, residence, agency, hospital arrangements identified. | ☐ Vehicles staged for distribution. |
| ☐ Coordinator responsible for each destination. | ☐ One arrangement reserved privately for the family. |
| ☐ Card log delivered to family with photographs. | ☐ Thank-you note template prepared for family signature. |
| ☐ Florists thanked in writing. | ☐ Cleanup and venue return complete. |