



EMERGENCY SUPPORT FUNCTION #14

MORTUARY SERVICES ANNEX

PRIMARY AGENCIES:

State: Maricopa County Medical Examiner's Office

Private: Arizona Funeral Directors Association

SUPPORT AGENCIES:

State: Division of Emergency Management
Department of Public Safety - Crime Lab
State Health Laboratory

Local: County Medical Examiners

Private: Arizona Dental Association - Disaster Team
National Funeral Directors Association

Volunteer: American Red Cross
Critical Incident Stress Debriefing Network - Arizona Chapter

Federal: Department of Defense - Air Force Mortuary Services
Department of Justice - Federal Bureau of Investigation
National Disaster Medical System (NDMS) - Disaster Mortuary
Organization Regional Team
National Transportation and Safety Board
Bureau of Alcohol Tobacco and Firearms
Centers for Disease Control

I. INTRODUCTION

A. Purpose:

1. Describe state/federal/private resources available for the care and handling of the deceased in multiple death disasters.
2. Establish policies and procedures to collect, identify and dispose of the deceased in multiple death disasters.
3. Describe state/federal/private resources available to provide mental health care for mass fatality survivors and responders.

B. Scope:

1. Support County Medical Examiners during mass fatality situations.
2. Provide Statewide mortuary services support.
3. Establish a Mobile Morgue, with staffing, capable of responding throughout the State on an as needed basis.

II. SITUATION AND ASSUMPTIONS

- A.** Multiple deaths may occur during an emergency/disaster.
- D.** Local systems and resources providing victim identification and mortuary services may be insufficient/disrupted by an emergency/disaster.
- E.** The state can assist the County Medical Examiners (CME) and request federal assistance for mortuary services.

III. CONCEPT OF OPERATIONS

- A.** Arizona operates under a CME system. Each county appoints a medical examiner or establishes a list of licensed physicians available to perform CME duties.
- B.** In a multiple fatality emergency/disaster, the deceased are placed in the custodial care of the CME. CMEs have statutory responsibility under ARS Section 11-594 to:
1. Take charge of bodies where death was a result of an emergency/disaster;
 2. Identify victims and examine and perform autopsies;
 3. Determine and record cause, circumstances and manner of death;
 4. Maintain custody of unclaimed bodies until they are turned over to the county for burial; and
 5. Issue death certificates.
- C. When mass fatalities occur, CMEs will:**
1. Coordinate local resources to collect, identify and dispose of the deceased and identifiable body tissue;
 2. Designate adequate personnel to perform the duties of deputy medical examiner;

3. Establish and maintain a record keeping system to record fatalities;
 4. Coordinate systems and resources to notify relatives; and
 5. Request assistance from the state through the county emergency management director, who will notify ADEM.
1. Coordinate selection of Family Assistance Centers.

IV. ORGANIZATIONAL ROLES AND RESPONSIBILITIES

A. State Government

1. The **State Board of Funeral Directors and Embalmers** will accept and process applications for apprenticeship for licensed personnel from other states at the disaster scene.
2. **ADEM** will:
 - a. After receiving a request for mortuary assistance and/or upon the proclamation of a State of Emergency by the Governor, notify the appropriate state/private agencies.
 - b. Seek federal assistance when resources are inadequate to meet the mortuary needs.
 - c. Coordinate resources to assist local government in the care/handling of the deceased.
3. The **Department of Public Safety (DPS) - Crime Lab** will:
 - a. Coordinate state resources, personnel and equipment to support local government victim identification services.
 - b. Provide assistance to local law enforcement agencies for notification of next-of-kin.
4. The **State Health Lab** will:
 - a. Take and evaluate samples, biological, chemical, etc., as needed.
 - b. Coordinate with Centers for Disease Control.

B. Local Government

1. Incorporated communities will provide mortuary services utilizing all resources available in the incorporated community. When resources are either insufficient

or exhausted, community officials will request assistance from the county. County involvement in a community multiple death disaster is automatic.

2. Upon request from a community or whenever emergency/disaster related mortuary services are needed within an unincorporated area, county government will provide mortuary services. When the combined mortuary resources are inadequate, the county emergency management director, in coordination with the CME, will request assistance from ADEM.

C. Private Organizations

Private organizations should develop internal operating procedures to support the functions described below.

1. **Arizona Dental Association (ADA) - Disaster Team** will provide forensic dental assistance in the identification of deceased persons.
2. **AFDA - Disaster Committee (DC)** will:
 - a. Provide/coordinate activities, manpower, supplies and equipment from private mortuary services.
 - b. Ensure that the handling of human remains is conducted in a humane and lawful manner.
 - c. Coordinate the acquisition of suitable morgue facilities, embalming supplies and body bags.
 - d. Provide assistance to CMEs in the notification of victims' families.
3. **NFDA** may provide temporary morgue equipment/supplies through their MMC program.

d. Volunteer Organizations:

1. **ARC** will provide:
 - a. Assistance in establishing a casualty tracking system program.
 - b. Crisis counseling and mental health services for families of victims.
 - c. Memorial service following an air crash.
2. **Critical Incident Stress Management Network (CISMN) Arizona Chapter** will provide critical incident stress debriefing for emergency responders and other professionals involved in response/recovery efforts.

E. Federal Government:

1. **Department of Defense - Air Force Mortuary Services** may provide assistance in victim identification, recovery, storage and transportation according to the Federal Response Plan (FRP) ESF # 8.
2. **Department of Justice - FBI Disaster Squad** may provide victim identification services according to FRP ESF #8.
3. **National Disaster Medical System - Disaster Mortuary Organization Regional Team** may provide assistance to CMEs according to FRP ESF #8.
4. **Centers for Disease Control** will provide assistance in disease identification and control according to FRP ESF #8.

V. ADMINISTRATION AND LOGISTICS

- A. When multiple death emergencies/disasters occur, a survey and assessment of the situation will be made by the CME or his/her designee, the incident commander, and the county emergency management director. If additional resources are required to care for and handle the deceased, the county should declare a Local Emergency and notify ADEM.
- C. Reference Basic Plan paragraphs II.I Nonliability and II.J. Mutual Aid for guidance on licensing of volunteers coming to Arizona to assist in mass fatality situations.
- C. ADEM will notify and coordinate with:
 1. DPS for mortuary services assistance and equipment.
 2. DPS-Duty Officer for body identification and next-of-kin notification.
 3. ADA-DT for forensic dental assistance. Team members are located in Phoenix, Flagstaff and Tucson.
 4. ARC for counseling services and fatality tracking.
 5. CISMN-Arizona Chapter - for emergency responder debriefing..
 6. FBI-Disaster Squad.
 7. NDMS - DMORT - for fatality mortuary services.
 8. AFDA - for mortuary services.
 9. Maricopa County Medical Examiners Office - activation and staffing of a local mobile mortuary.

VI. PLAN DEVELOPMENT AND MAINTENANCE

ADEM, in coordination with the AFDA, is responsible for the development and maintenance of this ESF.

