



Procedures for Responding to the Death of an Employee

Parent Policy:	<i>None</i>		
Procedure Reference	DEPR_2301N_AD/PSV		
Procedure Sponsor:	Associate Vice President, People Services		
Procedure Contact:	Manager, Employee Relations		
Stakeholders:	All Managers		
Approved by:	Executive Team		
Effective Date:	January 2, 2023		
Last reviewed:	January 2023	Scheduled review date:	January 2028

1. Purpose

The purpose of this Procedure is to provide managers with a guidance on the actions that are required when an employee dies while employed by the College, and to support managers to meet the College's expectations that such occurrences are handled with compassion and that a coordinated response occurs.

2. Scope and Application

This procedure can be used by managers when responding to the death of an employee.

While this procedure sets out the steps to be taken it is also important to respect the uniqueness of each situation and to consider the wishes of the employees' next of kin.

3. Definitions

Department Head Means in the context of this procedure, the applicable AVP, Dean, Registrar or Director who is responsible for the Department that the deceased employee worked in.

4. Guiding Principles

- 4.1 Respect for the deceased employee and the wishes of their next of kin.
- 4.2 Support for students and employees impacted by the employee death.
- 4.3 Appropriate communication to the College community that honours the next of kins' expectations and is compliant with privacy legislation.

- 4.4 Appropriate updating of all College records, and that the necessary actions related to the termination of employment and payment of any benefits that are due are taken.

5. Procedures

Person Notified of the Employee Death

- 5.1 Initial reports of the Employee's death may come from a variety of sources. The person receiving the report should contact the Department Head as soon as possible.

Responsibilities of AVP's and VP's

- 5.2 The applicable AVP or VP will be responsible for ensuring that all the required actions have taken place and will coordinate the completion of the checklist.

Responsibilities of the Department Head

Tasks are written in sequence order; however, flexibility and judgment are required to suit the situation.

- 5.3 If there is a need to confirm the employee death the Department Head should contact People Services for contact information for the next of kin.
- 5.4 The Department Head liaises with People Services to determine the best person to contact the deceased employee's next of kin. Role and relationship, along with capacity, should be factors in determining the most appropriate person. This person will need to:
- a) If necessary, confirm with the employee's next of kin that the employee has died, and offer sincere condolences to the family on behalf of the College.
 - b) Advise them that a People Services representative will be in contact regarding any benefits and payments due to the deceased employee.
 - c) Ask the next of kin what their wishes are with respect to flag lowering and formal notification of the employee's death to the College community.
 - d) If necessary, speak to the next of kin regarding the return of any personal possessions the employee has in the workplace and the return of OC equipment such as laptop, monitor, phone etc.
- 5.5 Notify the President's office, the applicable Vice President, and People Services of the employee's death, if they have not already been notified.
- 5.6 Identify the employees who worked closely with the deceased employee and arrange for them to be contacted individually by phone or in-person. Advise employees that support is available through Homewood Health 1-800-663-1142.
- 5.7 Consideration should be given to other departments or the areas the employee may have worked prior to their current position. Contact the People Services Business Partner for information as needed.
- 5.8 Consult with People Services if group support, beyond individual counselling services is needed.
- 5.9 In the case of a faculty member or vocational instructor's death, notify the students taught by the employee and contact Director of Student Services to arrange counselling services to be available for students.
- 5.10 Notify IT of the employee's death. Specific consideration for files required for short-term business continuity should be considered as well as placing appropriate email responder. Approval and steps should be in alignment to the Use of Information Technology resource Policy and Procedures.

- 5.11 Contact Security to remove Salto Key access.
- 5.12 Notify College Relations of the next of kin's wishes with respect to flag lowering and formal communications.
- 5.13 Check the employee's workspace for any perishable items and collect any personal items that the employee has left at the College and arrange to return them to the family.
- 5.14 Confirm with People Services that the next of kin has been advised that People Services will be contacting them.
- 5.15 Refer any requests to create in memorial or honorific awards to Advancement / Okanagan College Foundation.

Responsibilities of People Services

Tasks are written in sequence order; however, flexibility and judgment are required to suit the situation.

- 5.16 The actions described below will be coordinated by the Manager, Employee Relations and delegated to the appropriate individuals in the People Services team, if follow up on any issue is required it will remain the responsibility of the identified role:
 - a) If the initial death notification is to People Services, the person receiving the information will inform the applicable People Services Business Partner, who will notify the Department Head and provide contact information for the next of kin.
- 5.17 The Business Partner will notify the head of the applicable union of the employee's death.
- 5.18 If group counselling is needed for employees, the Workplace Health and Wellbeing Coordinator will contact Homewood Health or an alternative if needed and discuss options and timing and provide the information to the Department Head.
- 5.19 The Business Partner will prepare a summary of the employee's employment history with the College and provide it to College Relations.
- 5.20 The Pension and Benefits Coordinator will advise the employee's next of kin in writing of:
 - a) Benefit continuation if applicable.
 - b) Identify the beneficiary, if this is unclear any payments due will be to "The Estate" of the deceased employee.
 - c) Provide the forms to the next of kin relating to life insurance.
 - d) Request a copy of the Death Certificate.
- 5.21 The Pension and Benefits Coordinator will also:
 - e) Notify Manulife of the employee's death, terminate benefit coverage and update to survivor benefits if applicable, provide a copy of the death certificate with the life insurance forms.
 - f) Prepare and submit pension materials, service, and salary information to the Pension Corporation, complete certification of Death Form.
 - g) Coordinate with payroll to process payment of the employee's final pay, adjust the payment to account for any vacation or sick leave entitlements owed by or due to the employee. Note: If the employee owes the College money People Services can forgive amounts up to \$5000. Amounts above that level will require Executive approval.
 - h) Update the employee's person record in Banner to indicate deceased and the date of death.
 - i) Insert the person comment record in Banner with the code XDS and the date of death.
 - j) Terminate the employee's employment record in Banner after any final payments.

- k) Make any applicable entries in ELMS.

Responsibilities of the President's Office

Tasks are written in sequence order; however, flexibility and judgment are required to suit the situation.

- 5.22 Prepare and send a letter of condolence to the employee's family.
5.23 Notify the Leadership Council of the employee's death if required.
5.24 Notify AVP, College Relations.

Responsibilities of College Relations

Tasks are written in sequence order; however, flexibility and judgment are required to suit the situation.

- 5.25 Flag lowering in accordance with the wishes of the next of kin.
5.26 Respond to any media enquiries.
5.27 Prepare and share information with all employees to explain why the flag has been lowered and to provide information on the employee's death and their contribution to the College.

Responsibility of Advancement / Okanagan College Foundation

- 5.28 If requested, liaise with interested parties to establish in memorial or honorific awards.

6. Related Acts and Regulations

College and Institute Act
Freedom of Information and Protection of Privacy Act

7. Supporting References, Policies, Procedures and Forms

Employee Death Response Checklist
Collective Agreements

History / Revisions

Date	Action
2022-12-07	<i>New Procedure Approved by OC Executive Team: Procedures for Responding to the Death of an Employee</i>
2018-05-15	Death of Employee
2016-10-12	Deceased Employee Activities Checklist

Death of an Employee – Activities Checklist	
To be completed and coordinated by the applicable AVP or VP	
Responsibilities of the Department Head:	
<i>Tasks are written in sequence order; however, flexibility and judgment are required to suit the situation.</i>	
Contact People Services to discuss who is the best person to contact next of kin, and to get the contact information for the next of kin (if needed)	<input type="checkbox"/>
Department Head, or alternate, contact the employee's next of kin to: <ul style="list-style-type: none"> • Offer condolences • Inform them that a People Services representative will contact them • Ascertain their wishes for flag lowering and communication • Arrange the return of employee's personal possessions and any OC equipment 	<input type="checkbox"/>
Notify the President's office, the applicable Vice President	<input type="checkbox"/>
Inform employees who worked with the deceased employee Advise employees that support is available through Homewood Health 1 800 663 1142	<input type="checkbox"/>
Identify any other areas or departments that need to be notified and inform them of the employee death	<input type="checkbox"/>
Contact People Services if group support, beyond individual counselling services is needed and advise them when the next of kin has been contacted	<input type="checkbox"/>
If applicable notify students and contact Director of Student Services to arrange counselling services	<input type="checkbox"/>
Notify IT of the employee's death. Files required for short-term business continuity should be considered as well as placing appropriate email responder. Approval and steps should be in alignment to the Use of Information Technology resource policy and procedure	<input type="checkbox"/>
Notify security to remove Salto Key access	<input type="checkbox"/>
Notify College Relations of the next of kin's wishes with respect to flag lowering and formal communications	<input type="checkbox"/>
Check the employee's workspace for any perishable items	<input type="checkbox"/>
Refer requests to create in memorial or honorific awards to Advancement / Okanagan College Foundation	<input type="checkbox"/>
Responsibilities of People Services:	
<i>Tasks are written in sequence order; however, flexibility and judgment are required to suit the situation.</i>	
If necessary, notify the Department Head of the employees' death	<input type="checkbox"/>
Notify the applicable Union Head	<input type="checkbox"/>
Arrange group counselling if required	<input type="checkbox"/>
Prepare a summary of the employee's employment history for College Relations	<input type="checkbox"/>
Contact the employee's next of kin to: <ul style="list-style-type: none"> • Provide information on benefit continuation if applicable • Identify the beneficiary • Provide information on life insurance 	<input type="checkbox"/>

Death of an Employee – Activities Checklist	
To be completed and coordinated by the applicable AVP or VP	
• Request a copy of the Death certificate	
Notify Manulife and the Pension Corporation	<input type="checkbox"/>
Coordinate with payroll the processing of the employees' final pay	<input type="checkbox"/>
Update the employee records in Banner and ELMS	<input type="checkbox"/>
Responsibilities of the IT Services	
Follow steps in the Use of Information Technology resource policy and procedure related to employee departures, and per instruction from the Department Head	<input type="checkbox"/>
Responsibilities of the President's Office	
Prepare and send a letter of condolence to the employee's family, notify the Leadership Council and the AVP, College Relations.	<input type="checkbox"/>
Responsibilities of College Relations	
Arrange flag lowering, respond to any media enquiries, inform the College community	<input type="checkbox"/>
Responsibilities of Advancement / Okanagan College Foundation	
Upon request, set up in memorial or honorific award(s) in person's name	<input type="checkbox"/>