

- ▶ **Notify Central HR Benefits, Employee Relations and the Faculty Staff Assistance Program (FSAP).**
 - Provide deceased employee's name, date and time of death, current department, length of employment at Emory, and any relevant details regarding the death.
- ▶ **Establish communication plan for employee's colleagues, department, internal and external customers, etc. Employee Relations can assist with this.**
 - Manager should attempt to communicate news of death of employee in person where possible.
 - FSAP is available to come to the worksite when the death is communicated to the staff, if needed. FSAP will provide onsite grief support and a Critical Incident Stress Debriefing (CISD).
- ▶ **Identify a family member as a point of contact. Include name, relationship, and phone number.**
 - Ask for a contact who can provide funeral details, when known, and who can respond to questions about the family's wishes and any needs they may have at that time.
- ▶ **Inform the staff of visitation and funeral arrangements once determined according to the family's wishes.**
 - If the employee's funeral occurs during business hours, discuss the plan for staff to attend the funeral and how the office will be covered during this time.
- ▶ **Communicate information regarding FSAP resources for the employee's colleagues and family members.**
 - Contact FSAP if you would like to refer certain staff or family members for a consultation.
- ▶ **Designate an internal point of contact to respond to colleagues' questions and concerns. Please limit the number of employees trying to contact the family directly.**
 - The internal point of contact should communicate with and inform the Department of ways in which the staff will support the family (i.e., flowers, monetary contribution, etc.).
- ▶ **Update PeopleSoft by generating an eHRAF with death of employee information.**
- ▶ **Discuss with the family's point of contact the process for claiming the deceased employee's personal items and for the return of Emory items.** (The department may arrange for packing and delivery of personal belongings if the family prefers. A supervisor or close colleague may be an option if the family prefers not to be involved.)
- ▶ **Prior to transitioning the deceased employee's office space, determine how this space will be utilized and communicate to staff accordingly.**
- ▶ **Arrange to redirect phone, voicemail, email, and mail communications.**
- ▶ **Deactivate the deceased employee's computer and building access.**
- ▶ **Follow the [supervisor's checklist](#) for exiting employees for additional action items and detailed instructions.**
- ▶ **Ensure Central HR Benefits, Employee Relations, and FSAP are kept updated.**
- ▶ **If deceased employee is current student or alumnus, notify Office of the Registrar and Development and Alumni Relations.**

SAMPLE COMMUNICATION:

Dear [recipient's name]:

It is with deep sadness and heavy hearts that we inform you of the death of our colleague and friend, (name), who passed away on (date). (Name), passed away unexpectedly/had suffered with a prolonged illness in recent years/or was involved in an accident. We will all miss him/her more than words can express. He/She was not just our co-worker but our good friend as well. We will share with you the details regarding the funeral or memorial service as we hear more details from (name) family. In addition, details about grief support assistance will be provided.

Sincerely,