

- Initial contact to the family should be handled by emergency services.
- Designate a company individual to follow up after emergency services with the employee's emergency contact person, if designated, or other known family member to advise of the situation. This person should have a balance between strength and compassion. (Management)
- Instruct the remaining employees to ensure that the work zone is reconfigured in accordance with agency requirements. Be prepared to send a replacement crew.
- Send a spokesperson to the hospital to meet family, if possible. (Designated management person)
- Contact insurance company if death/incident is work-related and keep it informed. Further instructions will be provided by insurance company.
- If the employee was a union member, contact the local union office or benefit fund.
- Contact OSHA at 800-321-OSHA within 8 hours of the incident if the death/incident is work-related. Hospitalizations, amputations or loss of an eye must be reported within 24 hours. (Management)
- Notify additional management/executives with most critical need to know first, including Human Resources (HR). (Supervisor)
- Notify the remaining employees of the fatality indicating that details will be forthcoming. (Management)
- Follow existing internal procedures regarding contact from the media as needed. (Management)
- Be sensitive to the family and ask for the name of a contact person who can provide funeral details when known. (Designate a management person)
- Arrange for benefits procedures to be completed when appropriate. (Management/HR)
- Designate an internal contact person for employees who have questions or concerns to prevent employees from trying to contact the family directly. (Management)
- Arrange grief counseling for employees through an Employee Assistance Program (EAP) or local hospice. (Management)
- Consider allowing time off for witnesses of the incident. (Management)
- Arrange to intercept and redirect employee's phone, voicemail, email and mail communications. (Management)
- Have a designated contact person keep track of all notes, flowers, etc. (Management)
- Designate an employee to notify employees of the details of funeral/memorial services. (Designated management person)
- Inform employees if donations are requested in lieu of flowers. (Designated management person)
- Consider the impact on business but also recognize that many employees may feel a need to attend the service. Be flexible and provide paid time off, if at all possible. (Management)
- Locate beneficiary designations for all benefits. (HR)
- Schedule time to meet with the employee's beneficiaries, if possible. (Management)
- Follow normal termination procedures. (Management/HR)
- Arrange for packing and delivery of personal belongings. (Ask the family how they want this handled.) A close colleague or supervisor is the best choice if the family prefers not to be involved. (Designated management person)

**Different protocols should be in place for incidents involving serious injuries. Contact your Human Resources or Safety Department.*