



CITY POLICY

POLICY NUMBER: A1112A

REFERENCE:

City Manager 1989 02

ADOPTED BY:

City Manager

SUPERSEDES:

5042

PREPARED BY: Personnel Department

DATE: 1989 02 14

TITLE: DEALING WITH THE DEATH OR MEDICAL EMERGENCY OF AN EMPLOYEE

Policy Statement:

THE CITY SHALL ASSIST EMPLOYEES' NEXT-OF-KIN AND/OR DESIGNATED BENEFICIARY(IES) IN THE EVENT OF THE SERIOUS INJURY/MEDICAL EMERGENCY AT WORK, OR DEATH OF AN EMPLOYEE, IN A COMPASSIONATE AND UNDERSTANDING MANNER IN ACCORDANCE WITH THE GUIDELINES PRESCRIBED HEREIN.

The purpose of this policy is to:

Provide assistance to an employee's family in the event of an employee's serious injury/medical emergency at work, or death. The role of each civic employee involved is defined herein.



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1. DEFINITIONS

- 1.01 Beneficiary(ies) the person(s) named or deemed to be the beneficiary(ies) of the proceeds from the Group Life Insurance Policy and/or the Local Authorities or Special Forces or the City of Edmonton Firefighters or the City of Edmonton Fire Chief's and Deputy Fire Chiefs' Pension Plans.
- 1.02 Medical Emergency - illness at the worksite which requires hospital care and is life threatening.

2. RESPONSIBILITIES

- 2.01 Department Head or Designate shall:
- Immediately visit the next-of-kin in the event of death or medical emergency of an employee at work, with the assistance of the Chaplain, in accordance with approved procedures as deemed appropriate.
 - Ensure that the next-of-kin has the necessary support.
- 2.02 Chief Personnel Officer or Designate shall:
- Upon notification of the death or medical emergency, inform the Department Head/designate, the Chaplain, the Benefits Counsellor, the Corporate Safety Officer of Occupational Health & Safety, and the Chief Corporate Communication Officer of Corporate Communications in accordance with approved procedures.
- 2.03 Immediate Management Supervisor shall:
- Notify the Chief Personnel Officer/Designate of the death, injury or medical emergency in accordance with approved procedures.
- 2.04 Chaplain of the City or Police Department shall:
- Assist the Department Head/Designate in carrying out the duties in accordance with approved procedures.
 - Offer assistance with the funeral, cremation and burial arrangements.
 - Present the next-of-kin with a letter of condolence from the Mayor.
- 2.05 Benefits Counsellor shall:
- Provide any assistance required to the beneficiaries with regards to Civic, Provincial and Federal benefits available in accordance with approved procedures.
- 2.06 Employee Benefits Section - Finance Department shall:
- Ensure that all monies owed to the deceased employee are frozen immediately following notification of death.



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- b) Release any required information to the City's banking institution, appropriate Credit Union, Life Insurance Company, Pension Plan administrators, Benefits Counsellor, in accordance with approved procedures.
 - c) Release all due monies to the estate or beneficiary(ies).
- 2.07 Office of the City Solicitor shall:
- a) Provide advice and approve any legal documents required to release any monies due from the City in accordance with approved procedures.
- 2.08 Corporate Communications Office - Corporate Services shall:
- a) Ensure that a letter of condolence from the Mayor is presented to the next-of-kin.

APPENDIX:

Attachment I - Procedures

PROCEDURES

Policy A1112A, Dealing with the Death or Medical Emergency of an Employee

1. DEFINITIONS

- 1.01 Advance of Funds - in the event of an employee's death, a cash advance of up to but not exceeding Five Thousand Dollars (\$5,000.00) may be provided to the beneficiary(ies) designated under the Group Life Insurance Policy.
- 1.02 Beneficiary(ies) - the person(s) named or deemed to be the beneficiary(ies) of the proceeds from the Group Life Insurance Policy and/or the Local Authorities or Special Forces or the City of Edmonton Firefighters' or the City of Edmonton Fire Chief's and Deputy Fire Chiefs' Pension Plans.
- 1.03 Letters of Administration - a formal document issued by Surrogate Court appointing an administrator who represents the estate in the case of an intestacy.
- 1.04 Letters Probate - a formal document issued by Surrogate Court certifying that the employee's will is valid and confirming the appointment of an executor.
- 1.05 Medical Emergency/Serious Injury - illness or injury at the worksite which requires hospital care and is life threatening.
- 1.06 Release of Indemnity - a document which must be signed by the administrator/executor of an estate discharging the City of Edmonton from any claims or legal actions which may arise as a result of the deceased employee's employment with the City.

2. SERIOUS INJURY OR MEDICAL EMERGENCY OF AN EMPLOYEE AT WORK

- 2.01 Responsibilities of the Immediate Management Supervisor:
 - 1) Notify the Chief Personnel Officer/Designate of the injury or medical emergency.
 - 2) When feasible, accompany the Department Head/Designate and the Chaplain to visit the next-of-kin and explain the circumstances surrounding the accident if requested or deemed appropriate.
- 2.02 Responsibilities of the Chief Personnel Officer or Designate:
 - 1) Upon notification of the injury/medical emergency by the immediate Management Supervisor, inform the Department Head/Designate.
 - 2) Inform one of the Chaplains of the injury/medical emergency and co-ordinate an immediate visit to the next-of-kin between the Department Head/Designate, the Chaplain, and the immediate Management supervisor.
 - 3) Inform the Benefits Counsellor, the Finance Department and the appropriate Union or Association of the injury/medical emergency.
 - 4) In the event of a serious injury, notify the Corporate Safety Officer of Occupational Health & Safety, Personnel Department. Ensure that the Safety Officer files a claim with the Workers' Compensation Board and notifies the Occupational Health and Safety Division of the Province of Alberta.
 - 5) In the event that there is no known next-of-kin, search for a relative or friend is to be made through designation of beneficiaries (Life Insurance Policy or Pension Plan), or through co-workers.
- 2.03 Responsibilities of Department Head or Designate:
 - 1) Immediately visit the next-of-kin and explain the circumstances surrounding the incident, with the assistance of the Chaplain.
 - 2) Provide the next of kin with a means of transportation to the hospital where the employee was taken.

- 3) Ensure that the next-of-kin is not left alone at home unless they request otherwise. Request the assistance of the Chaplain, a relative, a friend, or a neighbor.
- 4) Advise the next-of-kin that a Benefits Counsellor is available at their request if they wish to discuss benefits for which they may be eligible.
- 5) Ensure that press releases are handled by one department spokesperson only.
- 6) In the event that the next-of-kin resides outside of the City and if a personal visit is not practical, communication of the incident will be made by phone.

2.04 Responsibilities of the Chaplain of the City or Police Department:

- 1) Assist the Department Head/Designate in carrying out the duties.
- 2) Remain available to provide moral support to the next of kin following the initial meeting.

2.05 Responsibilities of the Benefits Counsellor:

- 1) Upon request, explain to the employee and/or the family future benefits that may be available.

2.06 Responsibilities of the Employee Benefits Section - Finance Department:

- 1) Provide the Benefits Counsellor with the required information regarding Civic benefit plans in which the employee is participating.

3. DEATH OF AN EMPLOYEE AT WORK

3.01 Responsibilities of the Immediate Management Supervisor:

- 1) Notify the Chief Personnel Officer/Designate of the death.
- 2) Accompany the Department Head/Designate and the Chaplain to visit the next-of-kin and explain the circumstances surrounding the incident, if requested or deemed appropriate.

3.02 Responsibilities of the Chief Personnel Officer or Designate:

- 1) Upon notification of the death of an employee by the immediate Management Supervisor, inform the Department Head/Designate.
- 2) Inform one of the Chaplains of the death and co-ordinate an immediate visit to the next-of-kin between the Department Head/Designate, the Chaplain, and the immediate Management supervisor.
- 3) Advise the Chief Corporate Communications Officer, Corporate Communications of the death and notify them which Chaplain is involved with the case.
- 4) Inform the Benefits Counsellor, the Finance Department and the appropriate Union or Association of the death.
- 5) Notify the Corporate Safety Officer of Occupational Health & Safety, Personnel Department. Ensure that the Safety Officer files a claim with the Workers' Compensation Board and that the Occupational Health & Safety Division of the Province of Alberta is notified if required.
- 6) In the event that there is no known next-of-kin, search for a relative or friend is to be made through designation of beneficiaries (Life Insurance Policy or Pension Plan), or through co-workers.

3.03 Responsibilities of the Department Head or Designate:

- 1) Immediately visit the next-of-kin and explain the circumstances surrounding the incident, with the assistance of the Chaplain.

- 2) If appropriate, provide the next-of-kin with a means of transportation to the Medical Examiner's Office or hospital.
- 3) Ensure that the next-of-kin is not left alone at home unless they request otherwise. Request the assistance of the Chaplain, a relative, a friend, or a neighbour.
- 4) Advise the next-of-kin that the Benefits Counsellor will be in touch with them to make arrangements for benefits.
- 5) Ensure that press releases are handled by one department spokesperson only, and that no financial information is divulged regarding the beneficiary(ies)'s entitlement to benefits.
- 6) In the event that the next-of-kin resides outside of the City and if a personal visit is not practical, communication of the incident will be made by phone.

3.04 Responsibilities of Chaplain of the City or Police Department:

- 1) Assist the Department Head/Designate in carrying out the duties.
- 2) Remain available to provide moral support to the next-of-kin following the initial meeting.
- 3) Offer assistance with the funeral, cremation, and burial arrangements.
- 4) Determine if financial assistance is required and notify the Benefits Counsellor.
- 5) Present the next-of-kin with a letter of condolence from the Mayor.

3.05 Responsibilities of the Benefits Counsellor:

- 1) Provided that the next-of-kin is the designated beneficiary(ies) and the Chaplain has determined that financial assistance is required, request through the Finance Department a cash advance (up to Five Thousand Dollars) under the Group Life Insurance Plan.
- 2) Telephone the designated beneficiary(ies) to outline the benefit plans in which the deceased was a member and explain the counselling services available. Advise the beneficiary(ies) that written notification will follow.
- 3) One week after the death, advise the designated beneficiary(ies) in writing of the Civic, Provincial and Federal benefits available. Indicate the documentation required in order to apply for those benefits and encourage them to meet with the Benefits Counsellor.
- 4) Concurrent with (3) above, notify the next-of-kin, in writing, of the requirement for disposition of final monies such as final pay, holiday pay, overtime and income replacement pay-out, etc.
- 5) Telephone each beneficiary one week after written notification and encourage a meeting with each one individually. A representative from the line department may attend if the beneficiary so desires.
- 6) Assist the beneficiary(ies) with form completion and ensure that the required documentation is in place.

3.06 Responsibilities of the Employee Benefits Section - Finance Department:

- 1) Ensure that all monies owed to the deceased employee are frozen immediately following notification of death.
- 2) Notify the City's banking institution if the deceased was participating in the Canada Savings Bond Plan.
- 3) Notify the appropriate Credit Union if deductions were being made from the employee's pay cheques assigned to that institution.

- 4) Provide the Benefits Counsellor with the required information and forms regarding Civic and Provincial benefits to which the designated beneficiary(ies) may be entitled.
 - 5) Provide required information to outside institutions such as the Life Insurance Company or the Pension Plan administrators.
 - 6) Release all due monies to the estate or beneficiary(ies).
- 3.07 Responsibilities of the Office of the City Solicitor:
- 1) Provide advice and approve any Letters Probate, Letters of Administration, or Statutory Declaration and Release of Indemnity forms provided to authorize the release of any monies due from the City.
- 3.08 Responsibilities of Corporate Communications Office - Corporate Services:
- 1) Prepare a letter of condolence for the Mayor's signature and present it to the appropriate Chaplain for delivery to the next-of-kin.
4. DEATH OF AN EMPLOYEE OUTSIDE OF CIVIC EMPLOYMENT
- 4.01 Responsibilities of the Immediate Management Supervisor:
- 1) Inform the Chief Personnel Officer/Designate of the death.
- 4.02 Responsibilities of the Chief Personnel Officer or Designate:
- 1) Notify the Chaplain of the death and provide any relevant data to aid him in carrying out his duties.
 - 2) Inform the Department Head/Designate, the Benefits Counsellor, the Finance Department and the appropriate Union or Association of the death.
 - 3) Advise the Chief Corporate Communications Officer of Corporate Communications of the death and notify them which Chaplain is involved with the case.
 - 4) If the death is suspected to be work-related, notify the Corporate Safety Officer of Occupational Health & Safety, Personnel Department. Also, ensure that the Safety Officer files a claim with the Workers' Compensation Board and notifies the Occupational Health & Safety Division of the Province of Alberta if required.
- 4.03 Responsibilities of the Chaplain of the City or Police Department:
- 1) Visit the next-of-kin upon notification of the death.
 - 2) Remain available to provide moral support to the next-of-kin following the initial meeting.
 - 3) Offer assistance with the funeral, cremation, and burial arrangements.
 - 4) Determine if financial assistance is required and notify the Benefits Counsellor.
 - 5) Present the next-of-kin with a letter of condolence from the Mayor.
- 4.04 Responsibilities of the Benefits Counsellor:
- 1) Provided that the next-of-kin is the designated beneficiary(ies) and the Chaplain has determined that financial assistance is required, request through the Finance Department a cash advance (up to Five Thousand Dollars) under the Group Life Insurance Plan.
 - 2) Telephone the designated beneficiary(ies) to outline the benefit plans in which the deceased was a member and explain the counselling services available. Advise the beneficiary(ies) that written notification will follow.

- 3) One week after the death, advise the designated beneficiary(ies) in writing of the Civic, Provincial and Federal benefits available. Indicate the documentation required in order to apply for those benefits and encourage them to meet with the Benefits Counsellor.
- 4) Concurrent with (3) above, notify the next-of-kin, in writing, of the requirement for disposition of final monies such as final pay, holiday pay, overtime and income replacement pay-out, etc.
- 5) Telephone each beneficiary one week after written notification and encourage a meeting with each one individually. A representative from the line department may attend if the beneficiary so desires.
- 6) Assist the beneficiary(ies) with form completion and ensure that the required documentation is in place.

4.05 Responsibilities of the Employee Benefits Section - Finance Department:

- 1) Ensure that all monies owed to the deceased employee are frozen immediately following notification of death.
- 2) Notify the City's Banking institution if the deceased was participating in the Canada Savings Bond Plan.
- 3) Notify the appropriate Credit Union if deductions were being made from the employee's pay cheques assigned to that institution.
- 4) Provide the Benefits Counsellor with the required information and forms regarding Civic and Provincial benefits to which the designated beneficiary(ies) may be entitled.
- 5) Provide required information to outside institutions such as the Life Insurance Company or the Pension Plan administrators.
- 6) Release any monies to the estate or beneficiary(ies).

4.06 Responsibility of the Office of the City Solicitor:

- 1) Provide advice and approve any Letters Probate, Letters of Administration, or Statutory Declaration and Release of Indemnity forms provided to effect the release of any monies due from the City.

4.07 Responsibilities of Corporate Communications Office - Corporate Services:

- 1) Prepare a letter of condolence for the Mayor's signature and present it to the appropriate Chaplain for delivery to the next-of-kin.

5. EMPLOYEES STRICKEN WITH TERMINAL ILLNESS

5.01 Responsibility of the Immediate Management Supervisor:

- 1) Upon verification of the illness, notify the Chief Personnel Officer.

5.02 Responsibilities of the Chief Personnel Officer or Designate:

- 1) Ensure that the Department Head/Designate is notified.
- 2) Depending on the wishes of the employee and the family, advise them that a Chaplain and a Benefits Counsellor are available.
- 3) Encourage the employee and the family to seek counselling with regard to future benefits and advise them that a Chaplain is available.
- 4) If the illness is suspected to be work-related, ensure that a claim is filed with the Workers' Compensation Board.

5.03 Responsibility of the Chaplain of the City or Police Department:

- 1) Remain available to provide moral support to the employee and the next-of-kin if requested.

5.04 Responsibilities of the Benefits Counsellor:

- 1) Upon request, meet with the employee and his family and advise them as to their entitlement to all future Civic, Provincial, and Federal benefits.
- 2) Be available for hospital and home visits.

5.05 Responsibility of the Employee Benefits Section - Finance Department:

- 1) Provide the Benefits Counsellor with information regarding civic and provincial benefits to which the designated beneficiary(ies) may be entitled.