

Supervisor's Guide for Handling Employee Death

1. Contact campus HR Office to notify death of employee.
2. Report work-related incident resulting in the death of employee to the Dean, Director or designee. The Dean, Director or designee shall report the death to the Hawai'i Occupational Safety and Health Division within 8 hours of the incident at (808) 586-9102, and contact the University Office of Risk Management at (808) 956-7243 to ensure proper documentation of the incident.
3. Complete workers' compensation claim form, if applicable. Refer to Administrative Procedure A9.720 Workers' Compensation for procedures.
4. Schedule departmental meeting to inform staff and address any pressing work matters.
5. Develop email notification or other means of communication to reach employees that are temporarily away from the office. Work with campus communications office for announcement to campus community, as appropriate.
6. Contact the [Employee Assistance Program](#) (EAP) at 543-8445 or toll-free at 1-800-994-3571 for guidance and support, if needed. The University has a contract for EAP services; a fee for services may apply. The employee assistance professionals are trained mental health professionals who can assist with many of the questions employees will have on coping with the death of a co-worker.
7. The supervisor, HR Office, or designee shall serve as the primary point of contact with the immediate family. Provide the family the handout "Information for Beneficiaries and Family Members Upon Death of Employee", as appropriate. (Attachment F)
8. Communicate updates and information about services, family needs or other related matters, as appropriate.
9. Access to University systems:
 - a. Complete application security worksheets to cancel access to Quali Financial System and Banner, if applicable.
 - b. Work with Fiscal Administrator to cancel the deceased's purchasing card, if applicable.
 - c. Cancel access to computer/network and alarm system, if applicable.
 - d. Cancel other access, as appropriate.

10. Report death of employee to Information Technology Services (ITS) for management of email account, if applicable. See [ITS website](#) for instructions.
11. Consider designating an appropriate person to receive calls that are placed to the deceased's university telephone number, reset voicemail password, and/or temporarily replace the deceased's voice mail message. For example, "You have reached Jack Smith's office. Professor Smith will not be able to take your call. Please call xxxxx for additional information or assistance."
12. Cancel deceased's record in the UH Directory, if applicable.
13. Manage materials in the deceased's office and establish ownership. Designate an appropriate person to check the office for personal items that should be secured or removed. The designee should perform a preliminary check for personal property that may need to be turned over to the family.
14. Discuss with the family on the removal of personal items, whether the desire is for the University to collect and send the items or if the family would like to personally pick up the items. Assist the family as needed; do not ask the family to "clean out the office."
15. In advance, departments should establish an employee assigned equipment list for each employee to aid in the recovery of university assets upon an employee's death.
16. Recover university owned items (i.e., cell phone, laptop, keys, ID card, purchasing card, research equipment, supplies, uniforms, etc.) from the family. Shred the deceased's identification card.