



## DEATH NOTICE GUIDELINES

### GUIDELINES FOR COMMUNICATION ACROSS CAMPUS

#### UNIVERSITY OF BRITISH COLUMBIA, OKANAGAN CAMPUS

In a large organization, such as UBC Okanagan, it is inevitable that deaths will occur amongst our staff, faculty and students. It is important that this type of event is handled with sensitivity. The following is a guideline of steps to follow and departments to contact when this situation arises.

### Death of a Staff or Faculty Member

**Follow steps 1-10 for active employees (including employees on leave and student employees)**

**Follow steps 1-5 and 11 for inactive or retired employees**

#### Person Notified of Death:

1. Contact the Department Head, Director or Manager (Administrative Head of Unit)	
<ul style="list-style-type: none"> <li>Notify the Administrative Head of Unit of the passing of an employee (including: correct name, date of death, position and department)</li> </ul>	<input type="checkbox"/>

#### Administrative Head of Unit:

2. Responsibilities for Department/Unit/Faculty	
<ul style="list-style-type: none"> <li>Prepare communication plan for colleagues and discuss with the family</li> <li>Arrange to meet with staff and or faculty</li> <li>If your employees require immediate on-site support and counselling, UBC's Employee &amp; Family Assistance Program (EFAP) offers critical incident support through their provider Telus Health. Please contact Carleigh Benoit, Manager – Workplace Health and Wellbeing (<a href="mailto:carleigh.benoit@ubc.ca">carleigh.benoit@ubc.ca</a>)</li> <li>Consider tribute on department/unit/faculty webpage</li> <li>Notify faculty or unit communicator to review any promotional photos or videos that may be in use of the individual in print or web promotions to determine if any changes are needed</li> </ul>	<input type="checkbox"/>
3. Contact the Office of the Deputy Vice-Chancellor and Principal (DVC Office)	
<ul style="list-style-type: none"> <li>Send contact name and address to DVC office</li> <li>DVC Office will send a letter of condolence to the family</li> <li><b>Contact:</b> Adam Schubel, Communications and Government Relations Officer (<a href="mailto:adam.schubel@ubc.ca">adam.schubel@ubc.ca</a>)</li> </ul>	<input type="checkbox"/>
4. Contact Ceremonies and Events	
<ul style="list-style-type: none"> <li>Contact Ceremonies and Events to discuss eligibility and options for lowering the flags <i>prior</i> to offering this option to the family</li> <li>If the flag lowering is confirmed, Ceremonies and Events will distribute a notification email and will post information about flaglowering and any planned formal services on the <a href="#">flag lowering webpage</a></li> </ul>	<input type="checkbox"/>



<ul style="list-style-type: none"> <li>The Ceremonies &amp; Events office will coordinate with University Relations to post and distribute notifications about the flag lowering, including an Admin News update and a posting on the UBC Okanagan home page</li> <li><b>Contact:</b> Alanna Vernon, Associate Director, Ceremonies and Events (<a href="mailto:alanna.vernon@ubc.ca">alanna.vernon@ubc.ca</a>)</li> </ul>	
<b>5. Contact Human Resources</b>	
<ul style="list-style-type: none"> <li>Inquire about general benefits and pension information (See <b>page 4</b> for further instructions on Pension and Benefits forms to be processed)</li> <li><b>Contact:</b> HR Relocation and Benefits Associate, Jacky Ivans (<a href="mailto:jacky.ivans@ubc.ca">jacky.ivans@ubc.ca</a>)</li> <li><a href="#">Contact HR Advisor</a>, for your department’s portfolio, to ensure they notify the appropriate union</li> </ul>	<input type="checkbox"/>
<b>6. Contact Payroll</b>	
<ul style="list-style-type: none"> <li>Administrator must complete the Workday business process, “Terminate Employee” and select reason “Involuntary- Death”, to end the job as soon as possible to avoid overpayment</li> <li><b>Contact:</b> UBCO Payroll (<a href="mailto:ubco.payroll@ubc.ca">ubco.payroll@ubc.ca</a>)</li> </ul>	<input type="checkbox"/>
<b>7. Contact Security</b>	
<ul style="list-style-type: none"> <li>Remove Salto Key access by emailing <a href="mailto:security.salto@ubc.ca">security.salto@ubc.ca</a> stating the date you want the key deleted</li> </ul>	<input type="checkbox"/>
<b>8. Facilitate Collection of Personal Belongings</b>	
<ul style="list-style-type: none"> <li>The department/unit/faculty is responsible for the collection and storage of belongings and making arrangements with the family for delivery or collection</li> </ul>	<input type="checkbox"/>
<b>9. Provide Contact Information for the Employee and Family Assistance Program (EFAP)</b>	
<ul style="list-style-type: none"> <li>EFAP provides both short-term clinical counselling and work/life consultations to all eligible UBC employees and their dependent family members</li> <li>EFAP can be a resource for both the grieving family of the employee, and for fellow staff members and colleagues</li> <li>Call the LifeWorks Care Access Centre at 1-866-424-0770</li> <li><a href="http://www.hr.ubc.ca/wellbeing-benefits/benefits/details/employee-family-assistance-program/">http://www.hr.ubc.ca/wellbeing-benefits/benefits/details/employee-family-assistance-program/</a></li> </ul>	<input type="checkbox"/>
<b>10. Contact Development and Alumni Engagement</b>	
<ul style="list-style-type: none"> <li>Family or department may inquire about formal donations to UBC (e.g. scholarship, award or project)</li> <li><b>Contact:</b> Elizabeth Kershaw, Development &amp; Alumni Engagement (<a href="mailto:Elizabeth.kershaw@ubc.ca">Elizabeth.kershaw@ubc.ca</a>)</li> </ul>	<input type="checkbox"/>



## Death of a Student

### Person Notified of Death:

1. Contact Deputy Registrar, Enrolment Services	
<ul style="list-style-type: none"> <li>• Notify of the passing of a student (including: correct name, date of death, and program)</li> <li>• <b>Contact:</b> Ashley Stapleton, Enrolment Services, (<a href="mailto:ashley.stapleton@ubc.ca">ashley.stapleton@ubc.ca</a>) on behalf of Bert Annear, Deputy Registrar</li> <li>• The Assistant to the Deputy Registrar, Enrolment Services will notify the following areas:               <ul style="list-style-type: none"> <li>○ Faculty the student was registered in</li> <li>○ Health and Wellness</li> <li>○ DVC Office – a letter of condolence will be sent. Please provide the contact name and address to Adam Schubel (<a href="mailto:adam.schubel@ubc.ca">adam.schubel@ubc.ca</a>) .</li> <li>○ AVP Students Office</li> <li>○ Alumni Office</li> <li>○ Student Financial Assistance and Awards</li> <li>○ Undergraduate Admissions</li> <li>○ Housing</li> <li>○ Library</li> <li>○ UBCV Enrolment Services (RecReg)</li> <li>○ Student Communications – to review any promotional photos or videos that may be in use of the individual in print or web promotions to determine if any changes are needed</li> </ul> </li> </ul>	<input type="checkbox"/>
2. Contact Health and Wellness	
<ul style="list-style-type: none"> <li>• Prepare communication plan for colleagues</li> <li>• Contact family to discuss communication plan and determine need for supports</li> <li>• Arrange for support for students, staff and/or faculty (immediate and long term supports)</li> <li>• <b>Contact:</b> Heather O'Connor, Health Office Assistant, Health and Wellness (<a href="mailto:heather.oconnor@ubc.ca">heather.oconnor@ubc.ca</a>)</li> </ul>	<input type="checkbox"/>
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## ATTACHMENT TO DEATH NOTICE GUIDELINES

### Basic Life Insurance:

- The Benefits Desk in Vancouver will send the beneficiary a Life Insurance Claim form titled “Election of Method of Settlement and Statement of Claim”
- The Benefits Desk requires the original or certified copy of the death certificate
- The Benefits Desk will send the completed form and required documents to Sun Life (allow 4-6 weeks for processing from the date all information is received by Sun Life)

### Pension:

- HR Benefits Desk will contact applicable Pension Administration Office Contact as noted below and will provide a copy of the death certificate as well as contact information
- Pension Office will correspond with deceased member’s beneficiary

### Benefits:

- The Benefits Desk will send a letter to the beneficiary, or one of the dependents, explaining when benefits will end, information on the Retirement and Survivors Benefits plan if they wish to enroll and the Canada Pension Plan death benefit. For staff, benefits for dependents end at the end of the month of the employee’s death. For faculty, benefits for dependents end three months from the end of the month of the employee’s death.

Contacts	
Pension Administration Office	Benefits Office
<p><b>Faculty:</b> Lorraine Heseltine Member Services Specialist - Faculty Pension Plan 604-822-3485 <a href="mailto:lorraine.heseltine@ubc.ca">lorraine.heseltine@ubc.ca</a></p> <p><b>Staff:</b> Margaret Leathley Pension Administrator 604-822-8119 <a href="mailto:margaret.leathley@ubc.ca">margaret.leathley@ubc.ca</a></p>	<p>Janet McHugh Benefits Specialist 604-822-6823 <a href="mailto:janet.mchugh@ubc.ca">janet.mchugh@ubc.ca</a></p> <p><b>OR</b></p> <p>Florence Lum Benefits Associate 604-822-8988 <a href="mailto:florence.lum@ubc.ca">florence.lum@ubc.ca</a></p>

### Human Resources Advisor Role:

- Manager should inform their Human Resources Advisor of the passing of a staff or faculty member
- The Advisor will confirm that the department/unit/faculty has entered the death information into Workday (including confirmation of vacation owing) to ensure processing of outstanding payments
- The Advisor will direct the Manager to the benefits associate to assist in ensuring all information regarding the deceased is handled (i.e. original, signed beneficiary forms from file)
- The HR Advisor will inform the applicable Union or Association of the passing of the employee