OHR Internal Response Process

1. Gather the following information:
   a. Caller’s name, department, campus and contact information
   b. Manager’s/leader’s contact Info (if different from caller)
   c. Name of employee(s) involved in incident
   d. Name and number of family member (if available)
   e. Brief description of facts (who, what, where, when and why)
   f. Any other people, groups or departments directly affected by the loss/injury on campus

2. Provide basic education to caller on best practice strategies to manage work crisis.*
   a. Let co-workers know basic information about the event to dispel gossip and rumors
   b. Develop messaging cognizant of individual privacy
   c. Connect manager with EAO for individual/group support
   d. Refer to Postvention guide when needed to initially assist caller
      (EAO to share document and guide department step by step if loss is by suicide)
   e. Provide caller with specific OHR Benefits contact person for future reference
   f. Indicate the key OHR contacts who will support the department

3. Connect via email/phone with internal OHR groups to share information above (HR Partners, Benefits, EAO)

* NOTE: EAO can completely facilitate Step 2. In practice, however, the first OHR department notified should provide basic support and recommendations.
MANAGER’S GUIDE
Employee Death or Major Injury

Departmental Checklist

Contact OHR and EAP for guidance and support in managing the situation (24 hours)

Develop communication plan in line with personal privacy and family wishes (24 hours)

- Schedule departmental meeting to inform staff
- Develop email notification to reach off site employees
- Determine if media relations needs to be contacted

Identify primary point of contact at department (1-2 days)

Coordinate group debriefing with EAO to provide (within 1-3 days):

- Psychological first aid
- Support services or available support services
- Grief handouts

Contact benefits leaves manager for system notification (1-3 days)

Communicate updates and information frequently (1-10 days)

- Information about services
- Donations, cards or flowers from department
- Needs of family so staff can assist

Develop plan for personal belongings, workspace, work flow (2-14 days)

- Allow staff to assist when possible

Ensure all ASU policies are being followed for leave time (ongoing)

- Recognize productivity will be affected in the initial stages
- Remember some employees will be able to return to “work as usual” quickly
- Some employees may need more time
- Consult with EAO for additional assistance if needed