Notification for Serious Illness, Injury, or Death of Civilian Employees

References: Refer to Enclosure 1.

1. PURPOSE. The purpose of this policy is to establish a systematic process for providing notification and assistance in matters related to serious illness, injury, or death of civilian employees.

2. APPLICABILITY. This DLA Instruction applies to all Headquarters (HQ) elements, DLA Primary Level Field Activities (PLFAs), Regional Commands and DLA Support Teams (DSTs).

3. POLICY.

   a. DLA activities have an important responsibility to provide assistance and counsel to employees, their families, or designated next of kin in connection with the serious illness, injury, or death of an employee whether it occurs on or off the job. Usually, notification concerning the serious illness, injury, or death of an employee off the job is received by the activity from the employee's family. However, when such a situation occurs to an employee while on duty status, the activity has a special responsibility to ensure that proper Agency personnel are notified and to notify and assist the employee's family or persons designated by the employee.

   b. DLA managers and supervisors should be sensitive to the privacy interests of the ill, injured, or deceased employee and their families, particularly when the situation leading to the outcome occurred off-duty. Medical information should only be shared with those who have a duty-related need to know.

4. RESPONSIBILITIES. Refer to Enclosure 2. The Sample Personal Visit Notification Letter and Sample Condolence Letter for Death of Employee are located at Enclosure 3.

5. PROCEDURES.
a. Upon notification of an employee's injury, serious illness, or death, a Situation Report (SITREP) is forwarded to Human Resources (J-1). Verification will be made that proper notification and counseling has occurred.

b. Employees who have incurred an occupational injury or illness in the performance of duty should follow the procedures outlined in the Injury Compensation Program Instructions at https://headquarters.dla.mil/DES/policy/i7207.htm.

c. In the event of serious illness, injury or the death of the employee, notification to the employee's family or designated next of kin will be accomplished as quickly as possible. Notification should be performed by the first or second level supervisor or designated representative.

d. Official condolence letters will be sent by the employee’s activity to the next of kin when an employee dies. The letter should be personal and sympathetic in tone and should offer assistance whenever possible. A sample of a condolence letter is provided in section 5 of this Chapter.

e. Any serious illness, injury, or death of a civilian employee from another DOD component or Federal agency at a DLA Facility or DLA sponsored event will be reported immediately to the applicable Department or Agency Head and to the JLOC or SDO. DLA activities will provide all possible assistance to the affected agency in meeting that agency's reporting and next of kin notification requirements.

6. EFFECTIVE DATE. This Instruction is effective immediately.

Director, DLA Support Services  Deputy Director, Human Resources
September 30, 2004  June 27, 2011

3 Enclosures
Enclosure 1 – References
Enclosure 2 – Responsibilities
Enclosure 3 - Sample Personal Visit Notification Letter and Sample Condolence Letter for Death of Employee


7. DLA Injury Compensation Center Website at http://www.hr.dla.mil/resources/benefits/InjuryComp.asp
Enclosure 2
Responsibilities

1. Notification is received of an employee's injury, serious illness, or death.

   a. The employee's supervisor or designated representative is responsible for ensuring proper notification occurs within the enterprise and assistance is provided to the employee, family members, or the designated next of kin. Advisory services are available i.e., Chaplain, Employee Assistance Program (EAP) to assist in making notifications.

   b. Any serious illness, injury, or death of an employee will be reported immediately by the head or designated representative of the activity where the incident occurs to the DLA Logistics Operations (J3)) or the DLA Staff Duty Officer (SDO) after hours, for processing according to the DLA Situation Reporting (SITREP) at https://headquarters.dla.mil/DES/policy/i6106.pdf.

   c. In the event of serious illness, injury or the death of the employee, notification to the employee's family or designated next of kin will be accomplished as quickly as possible. Notification of an employee's death will be carried out in person unless circumstances prevent it. Notification should be performed by the first or second level supervisor or designated representative.

   d. When warranted, another DLA activity more conveniently located may be requested to provide personal notification to the family or persons designated. DLA activities will provide personnel to accomplish family or designee notification and assistance. If there is no DLA activity in the vicinity of the next of kin and travel would unduly delay the notification, assistance may be requested from another DOD activity for notification assistance.

   e. The supervisor or designated representative will contact the DLA Human Resources Services for assistance in providing information to the employee, family or designated next of kin regarding benefits, entitlements, and responsibilities for employees who have suffered a serious illness, injury, or death while the employee was on a duty status.

   f. The DLA Human Resources Services will provide assistance and information regarding benefits for seriously ill or injured employees and, in the case of a fatality, for their survivors. A single point of contact will be designated for each case.

   g. The DLA Human Resources Services will determine entitlements to benefits and will inform beneficiaries of the information in writing. All necessary claim forms will be provided promptly and assistance given in completing and processing the forms.

   h. The death of a co-worker is a serious event affecting the workforce and the Agency. To the greatest extent possible, employees should be permitted to attend funerals and memorial services
for their co-workers. The DLA Human Resources Services can refer individuals to the EAP Liaison to obtain guidance/counsel for employees affected by the death of a co-worker.

i. The personal effects of a deceased employee in the workplace or in the custody of a DLA activity will be collected, inventoried, and safeguarded until they can be given to the next of kin. The employee's supervisor will, in most cases, be responsible for inventorying and packaging the employee's personal effects. These items should be given personally to the next of kin either during a condolence visit, during a benefits information visit by a personnel specialist, or by delivery to family members who elect to come onsite. Only in rare cases will the items be mailed. In all cases, a written record should be kept of items provided to the next of kin. This record will be maintained as long as necessary, but no less than 2 years.

j. Supervisors will also make arrangements for the return of Government property in the charge of the employee, including Government credit cards, civilian identification Card, office keys, issued equipment, etc. These arrangements should be made after the initial notification visit, when the employee's survivors are ready to consider practical matters. A sample for a personal visit notification is provided in Enclosure 3.

k. Official condolence letters will be sent by the employees’ activity to the next of kin when an employee dies. The letter should be personal and sympathetic in tone and should offer assistance whenever possible. A sample of a condolence letter is provided in Enclosure 3.

l. If the injury or fatality occurred while the employee was not in a duty status, the supervisor will ensure the employee, family members, or designated next of kin are assisted and provided information on any benefits and entitlements available from the DLA Human Resources Services.

2. Any serious illness, injury, or death of a civilian employee from another DOD component or Federal agency at a DLA Facility or DLA sponsored event will be reported immediately to the applicable Department or Agency Head and to the Joint Logistics Operations Center or the SDO. DLA activities will provide all possible assistance to the affected agency in meeting that agency's reporting and next of kin notification requirements.

3. DLA activities will maintain emergency contact information for all employees, to include the name, address, and telephone number of the employee's next of kin in the Electronic Official Personnel File (EOPF). This information will be safeguarded in accordance with Privacy Act requirements. Employees will be requested to update this information annually and as changes occur.

4. Employees traveling or assigned overseas will be asked to update emergency contact information before departure. For employees deploying overseas, this information will be recorded on DD Form 93, Record of Emergency Data and in the EOPF. A copy of this information will be maintained by the employee’s supervisor and the DLA Human Resources Services.
Enclosure 3
Sample for a Personal Visit Notification
and
Sample Condolence letter for Death of Employee

1. Sample for a Personal Visit Notification:

Identify yourself: "I am (Name) from the (Activity Name and Address)."

Ensure you are speaking to the correct person: "Are you (Name of Next of Kin)?" "Are you the (Relative) of (Name of Deceased)?"

If the person to be notified is at home, state that you have an important message to deliver and ask permission to enter the residence: "I have an important message to deliver regarding your (Relative). May I come in?"

Do not read a statement, but state your message briefly and without hurrying:
"It is with the greatest regret that I must inform you that you’re (Relative, Name of Deceased) died/was killed while on duty at (Location on Date). On behalf of the DLA, I offer my deepest sympathy to you and your family in your tragic loss."

State circumstances of death simply. Advise next of kin of current location of deceased and contact information to view/claim remains.

If possible, verify contact information. "If I may, I would like to confirm your complete name, telephone number, and mailing address. This will enable us to make sure you receive all the information you will need. A Human Resources representative will contact you to provide further assistance."

If there are no other adult members of the family at home, ask if the next of kin would like you to call someone to be with them. "May I call someone or ask a neighbor to come in to help you?"

Close by clearly announcing your departure and repeating the message of condolence:
"(Name of Next of Kin), I must return to (Activity Name). Again, on behalf of the Defense Logistics Agency, I offer my deepest sympathy."

2. Condolence letter for Death of Employee:

Dear (Next of Kin):

I was deeply saddened to hear of the passing of your (Relative, Employee Name) and want to extend, on behalf of myself and all (His/her) co-workers at the Defense Logistics Agency, our heartfelt condolences to your family. The loss of (Employee)'s expertise will be felt throughout the Organization. (His/her) commitment of support to (His/Her) customers, as well as (His/Her) genuine concern for others, will be sorely missed by (His/Her) colleagues, many friends, and
On behalf of all personnel of the DLA, I extend our deepest sympathy. Please let me know if we can help you in any way.

Sincerely,

Activity Head