

EMPLOYEE DEATH SCRIPT

Talking Points for Phone Call to Parents or Partner

Hello Mr./Ms. _____

My name is _____ and I'm calling from _____ as a colleague of _____ . I'm joined by our Program Director in [Department], _____ . We won't take much of your time, but we just became aware that _____ had passed away and wanted to convey our sadness and sympathy at hearing this news.

- Share any personal remembrances of _____. E.g., I know that _____ was well respected and was always kind...
- Convey that he/she was valued and will be missed.
- Some of her/his colleagues may be aware of what has happened already, but we will be informing the rest shortly. Can you or someone else tell us what happened and any information you would like us to share or not share?

We'll be thinking of you and your family in the days ahead. Please keep us informed about funeral arrangements as we'd like, with your permission, to share that with the folks that worked with _____ [share contact information].

Thank you for talking with us. [End phone call]

Note: this is not a time to discuss performance issues, warning signs, or other information. If asked about these simply convey that you don't have all that information and are calling to express your sadness at hearing the news.

Note: Employee Assistance Benefits are available to the partner of the deceased for grief counseling on a short-term basis. The EAP number for the partner to call for assistance is 1-800-926-9619.

For more resources and other scripts at: accelerate.uofuhealth.utah.edu/resilience/reflections-in-healing-uniting-healthcare-teams-after-loss

EMPLOYEE DEATH SCRIPT

Death Notification Statement (Suicide)

It is with great sadness that I have to tell you that one of our [colleagues], _____ has taken [his/her] own life. All of us want you to know that we are here to help you in any way we can.

Suicide is a very complicated act. It presents us with many questions that we may not be able to answer right away. Rumors may begin to circulate, and we ask that you not spread rumors you may hear. We'll do our best to give you accurate information as it becomes known to us.

Each of us will react to _____'s death in our own way, and we need to be respectful of each other. Feeling sad or angry is a normal response to any loss. Some of you may not have known _____ very well and may not be as affected, while others may experience a great deal of emotions. Some of you may find you're having difficulty concentrating on your training, and others may find that diving into your work is a good distraction.

We want to affirm our encouragement for you to get whatever support is needed.

We have counselors available to help our community deal with this tragic loss and to enable us to come to some level of understanding. If you'd like to talk to a counselor contact [Resiliency Center/EAP/GME/UME].

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EMPLOYEE DEATH SCRIPT

Unconfirmed Cause of Death

It is with great sadness that I have to tell you that one of our [colleagues], _____ has passed away. All of us want you to know that we are here to help you in any way we can.

The cause of death has not yet been determined by the authorities. We are aware that there has been some talk about the possibility that this was a suicide death. Rumors may begin to circulate, and we ask that you not spread rumors since they may turn out to be inaccurate and can be deeply hurtful and unfair to _____ as well as [his/her] family and friends. We'll do our best to give you accurate information as it becomes known to us.

Each of us will react to _____'s death in our own way, and we need to be respectful of each other. Feeling sad or angry is a normal response to any loss. Some of you may not have known _____ very well and may not be as affected, while others may experience a great deal of emotions. Some of you may find you're having difficulty concentrating on your training, and others may find that diving into your work is a good distraction.

We want to affirm our encouragement for you to get whatever support is needed.

We have counselors available to help our community deal with this tragic loss and to enable us to come to some level of understanding. If you'd like to talk to a counselor contact [Resiliency Center/EAP/GME/UME].

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EMPLOYEE DEATH SCRIPT

Family Requested Cause of Death Not Be Disclosed.

It is with great sadness that I have to tell you that one of our [colleagues], _____ has died. All of us want you to know that we are here to help you in any way we can.

The family has requested that information about the cause of death not be shared at this time.

We are aware that individuals who knew _____ may wish to know more information or may have heard unconfirmed information already. However, we ask you to avoid engaging in speculation regarding cause of death or spreading rumors, as this could be unintentionally hurtful to _____'s family and friends. We'll do our best to give you accurate information as it becomes known to us.

Each of us will react to _____'s death in our own way, and we need to be respectful of each other. Feeling sad or angry is a normal response to any loss. Some of you may not have known _____ very well and may not be as affected, while others may experience a great deal of emotions. Some of you may find you're having difficulty concentrating on your training, and others may find that diving into your work is a good distraction. We want to affirm our encouragement for you to get whatever support is needed.

We have counselors available to help our community deal with this tragic loss and to enable us to come to some level of understanding. If you'd like to talk to a counselor, contact one of these options:

- Employee Assistance Program (Blomquist Hale): 801-262-9619
- Resiliency Center: resiliencycenter@hsc.utah.edu or 801-213-3403
- Spiritual Care: 801-213-2484
- HMHI Crisis Line (24/7): 801-587-3000 or call 988
- HMHI Warm Line (8am-11pm): 801-587-1055

Please remember that we are all here for you.

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EMPLOYEE DEATH SCRIPT

Cause of Death is Accident

It is with great sadness that I have to tell you that one of our [colleagues], _____ has passed away in a _____ accident. We'll do our best to give you more information as it becomes known to us. All of us want you to know that we are here to help you in any way we can.

Each of us will react to _____'s death in our own way, and we need to be respectful of each other. Feeling sad or angry is a normal response to any loss. Some of you may not have known _____ very well and may not be as affected, while others may experience a great deal of emotions. Some of you may find you're having difficulty concentrating on your training, and others may find that diving into your work is a good distraction. We want to affirm our encouragement for you to get whatever support is needed.

We have counselors available to help our community deal with this tragic loss and to enable us to come to some level of understanding. If you'd like to talk to a counselor, please contact one of these options:

- Employee Assistance Program (Blomquist Hale): 801-262-9619
- Resiliency Center: resiliencycenter@hsc.utah.edu or 801-213-3403
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