

NORTHCARE NETWORK

POLICY TITLE: Unexpected Loss within NorthCare Network	CATEGORY: Personnel	
EFFECTIVE DATE: 1/1/15	BOARD APPROVAL DATE: 4/22/15	
REVIEW DATE: 8/25/25	REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	OTHER REVISION(S): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
RESPONSIBLE PARTY: Human Resources Manager	CEO APPROVAL DATE: 11/4/25 Megan Rooney, CEO	

APPLIES TO

NorthCare Network Personnel

POLICY

It is the policy of NorthCare Network to ensure an orderly, effective, and caring response in the event that the agency or a staff member experiences an unexpected loss consistent with a trauma informed organization.

PURPOSE

This procedure is designed to provide guidelines to assist NorthCare Network in the event that the agency or a staff member experiences an unexpected loss.

DEFINITIONS

Unexpected Loss: For this policy, it is defined as a death or traumatic accident of a staff member or their immediate family.

Immediate Family: For this policy, it is defined as a staff member's spouse/significant other, child, sibling, or parent.

REFERENCES

N/A

HISTORY

NEW POLICY: 1/1/15

REVISION DATE: 12/20/16, 10/9/17, 9/18/18, 8/6/19, 11/16/23, 9/24/24, 8/25/25

REVIEW DATE: 4/14/15, 2/19/16, 12/20/16, 10/9/17, 9/18/18, 8/6/19, 6/25/20, 3/31/21, 1/26/22, 2/15/23, 11/16/23, 9/24/24, 8/25/25

CEO APPROVAL DATE: 4/14/15, 3/7/16, 1/4/17, 11/6/17, 10/2/18, 8/6/19, 7/6/20, 4/6/21, 2/1/22, 3/7/23, 12/5/23, 10/1/24, 11/4/25

BOARD APPROVAL DATE: 4/22/15

PROCEDURES

A. Unexpected Loss Of A Staff Member

The person notified of the event should immediately notify the HR Manager and/or CEO, who will then notify the following:

1. Chief Executive Officer
2. Staff Member's Supervisor

3. Human Resources Manager
4. Leadership Team
5. Medical Director, when appropriate

The Leadership Team will establish a plan to ensure timely and consistent communication of the unexpected loss to the staff, governing board, and network providers, as appropriate.

Other tasks to consider:

1. Schedule and organize debriefing as appropriate within 24-48 hours.
2. Assess staff coverage and reassign if necessary.
3. Prepare staff for fielding calls of inquiry.
4. Notify IT that the staff person's voicemail, computer access, etc. may need to be changed.
5. Arrange for personal belongings to be collected and given to staff member or family as requested or deemed appropriate.
6. Arrange for NorthCare equipment such as computer, monitor, key fob, etc. to be collected from family.
7. Keep staff informed of support activities or events related to the unexpected loss.

B. Unexpected Loss of a Staff Member's Immediate Family

If a person learns of an unexpected loss of a staff member's immediate family, they should notify the HR Manager who will then notify the following as appropriate:

1. Staff Member's Supervisor
2. Chief Executive Officer
3. Leadership Team

The HR Manager and the staff member's supervisor will establish a plan to communicate the unexpected loss as appropriate and coordinate with the Leadership Team if staff coverage is needed for an extended period of time. The extent of information shared will be the decision of the employee.