



Condolence Procedure

Document #	HR-WE-004	Prepared By	Human Resources
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Revision #	0	Corporate Approval	Executive Leadership Team

1.0 Purpose

The City of Brantford (“The City”) is committed to providing support to employees during a difficult time of bereavement. With the intention to demonstrate the City’s compassion and empathy to employees who are impacted by the death of a colleague or loved one, the City has established the following response procedure to help guide employees’ actions during such a challenging time.

2.0 Responsibility

Supervisors and Managers are responsible to be familiar with this procedure, express compassion and with sensitivity, inform employees within their associated department(s) of the occurrence of a death of a current or past employee or an immediate family member of an employee, and work with Human Resources in the application of this procedure. Supervisors/Managers may also reach out to their respective Communications Specialist should they seek assistance in developing communications to staff of a sensitive nature.

Human Resources staff is responsible to support and advise supervisory staff in accordance with this procedure, and to coordinate with the employee, their next of kin/family members or representatives to send condolences to the family on behalf of the City and to make a donation in memory of the deceased in accordance with this procedure.

2.1 Applicability

The provisions of this procedure apply to all active employees of the City of Brantford. Where there is a Collective Agreement that outlines this topic, the language in the agreement shall supersede this procedure in relation to those employees.

3.0 Definitions

“Condolence” shall be defined to mean an expression of sympathy in the form of a note, flowers or an equivalent gift (or charitable donation in memory of the deceased).

“Immediate family members” shall be defined as: current spouse, parent, and child.

4.0 Procedures

4.1 In the event of the death of a current City Employee:

- 4.1.1 The employee's supervisor or a designated staff member (e.g. Administrative Assistant) will contact the Human Resources Administrative Assistant to notify of an employee's death. Details of funeral home, notification, or bereaved address must be provided as soon as the details are confirmed and made available to the City.
- 4.1.2 Human Resources will inform the Administrative Assistant of the Mayor's office upon learning of the death of an employee. CAO/Mayor's office staff will request that the Mayor activate the flag lowering protocol. In the event that the Mayor is away, their designate or the CAO will take on this role.
- 4.1.3 Supervisory staff will make every effort to accommodate employees' requests to attend visitations, funerals or memorial services. Where there is a Collective Agreement that outlines attendance for funeral and memorial services, the language in the agreement shall supersede this procedure. Details of funeral arrangements should be sought and communicated by the impacted employee's supervisor. While appreciating that some families may wish to keep the service a private matter, wishes of the family/next of kin are to be respected.
- 4.1.4 Human Resources will arrange to make a donation in memory of the deceased employee to the family's/next of kin's charity of choice and arrange for a personally signed card by the Mayor and CAO to be sent to the family of the deceased employee.
 - 4.1.4.1 The amount allocated for the purpose of condolence is \$100.00 per circumstance.
 - 4.1.4.2 Human Resources to advise Mayor, Council and Senior Management when donations are sent on behalf of the City of Brantford for a current active employee's death.
- 4.1.5 The department of the current active employee may arrange a memorial donation within the department (based on personal funds raised) in memory of the staff member – i.e. a plaque for a bench, a tree planting etc.

4.2 In the event of the death of a retiree of the City of Brantford, an immediate family member of a current, active employee or a contracted vendor that is known to several staff departments:

- 4.2.1 The employee's supervisor or a designated staff member (e.g. Administrative Assistant) will contact the Human Resources Administrative Assistant to provide notification of the death of an immediate family member of a:

- 4.2.2 retiree of the City of Brantford,
- 4.2.3 current, active employee, or
- 4.2.4 a contracted vendor that is known to several staff departments.
- 4.2.5 Details of funeral arrangements should be sought and communicated by the impacted employee's supervisor. While appreciating that some families may wish to keep the service a private matter, wishes of the family/next of kin are to be respected.
- 4.2.6 Human Resources will inform the CAO & Mayor's office of the death of a retiree of the City of Brantford, current, active employee or a contracted vendor that is known to several staff departments. The Human Resources Administrative Assistant assigned to the department will arrange for a sympathy card, personally signed by the Mayor and CAO to be sent to the retiree's family/next of kin, employee, or contracted individual's family/next of kin. In the event that the Mayor and/or CAO is away, their designates will sign on their behalf.
- 4.2.7 A donation will be sent upon the death of an immediate family member of a current, active employee.
 - 4.2.7.1 Based on the wishes of the family, Human Resources will make a donation in memory of the deceased to the family's charity of choice and send condolences/notification of the donation to the funeral home or the employee's home address.
 - 4.2.7.2 The amount allocated for the purpose of condolence is \$100.00 per circumstance.
- 4.2.8 Employees who learn of the death of a retiree or a colleague on leave should contact Human Resources as soon as possible with information about the funeral arrangements.
 - 4.2.8.1 With permission from the employee's family or representative, Human Resources will make every effort to notify staff of the death of a retired colleague or a colleague on leave. An announcement and details related to funeral arrangements, if available, will be sent via email.

5.0 Related Policies and Procedures Guidelines

Corporate-004-Flag Flying at Municipal Venues

6.0 Revision History

Date	Revision #	Reason for Revision
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