

ARTICLE 12790

REPORTING DEATHS OF CIVILIAN EMPLOYEES AND ASSISTING NEXT OF KIN

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## SUBARTICLE 1. GENERAL PROVISIONS

1-1. Purpose. To provide general procedures for handling cases of death of civilian personnel.

1-2. Action

a. The HRO and all activities serviced by HRO Pensacola and its satellite offices are encouraged to appoint an Activity Civilian Casualty Assistance Officer (ACCAO) for civilian employees within their activities.

b. Each employee is encouraged to complete an Emergency Data Sheet providing current names, addresses, and phone numbers for next of kin. Each supervisor will maintain these forms.

c. In cases of death of a civilian employee of a Pensacola area activity while in a duty status in the Pensacola commuting area:

(1) The senior supervisor or designee will:

(a) Immediately request medical assistance and ambulance service.

(b) Notify the deceased employee's Department/Directorate Head of the incident and the action taken.

(2) The deceased employee's Department/Directorate Head will:

(a) Contact the ACCAO.

(b) Assist the ACCAO in notification of the next of kin.

(3) The ACCAO will:

(a) Visit the next of kin to notify of the employee's death and express condolences for the Department of Navy and the activity. Telephonic notification should be avoided if possible. If next of kin is outside the local commuting area, consult NAVMEDCOMINST 5360.1.

(b) During the visit, advise next of kin whom to contact regarding survivor's benefits by leaving a completed Appendix A for the next of kin to refer to at a later date.

(c) Notify the Benefits Division by calling 1-888-320-2917. This service is available 24/7. If you have trouble accessing the Benefits Line, send an e-mail to the Human Resources Service Center Southeast (HRSC SE) at [benefits\\_se@se.hroc.navy.mil](mailto:benefits_se@se.hroc.navy.mil) or the Human Resources Service Center Northeast (HRSC NE) at [benefits\\_ne@ne.hroc.navy.mil](mailto:benefits_ne@ne.hroc.navy.mil). **(R)**

(d) Notify the Employee Services Division. Activities serviced by HRO Pensacola should call (850) 452-2110, Ext. 476 or DSN 922-2110, Ext 476. **(R)**

(e) Ensure the Benefits Division, HRSC SE or HRSC NE, receives a SF-52, Request for Personnel Action, within 24 hours.

(f) Inform the activity Commanding Officer/Director when next of kin is notified and the name of the mortuary the next of kin desires to receive the remains.

(g) Inform the hospital to which the deceased was transported of the name, address, and/or phone number of the next of kin and which mortuary the next of kin desires to receive the remains.

(h) Deliver personal effects remaining in the work place to the next of kin and obtain government property, if required. Normally, this should be done several days after the death.

d. In case of death of a civilian employee of a Pensacola area activity on TDY/TAD while either on or off duty outside the Pensacola commuting area:

(1) The hosting activity will notify the deceased employee's Pensacola area activity of the incident and the action taken.

(2) The deceased employee's Department/Directorate Head will:

(a) Contact the ACCAO.

(b) Assist the ACCAO in notification of next of kin.

(3) The ACCAO will perform the functions described in 1-2.c.(3) above.

e. In case of death of a civilian employee of a Pensacola area activity while in a non-duty status in or outside the Pensacola commuting area:

(1) The person at the employing activity who receives notification of death of a civilian employee will immediately notify the deceased employee's immediate supervisor.

(2) The deceased employee's immediate supervisor will notify the deceased employee's Department/Directorate Head.

(3) The deceased employee's Department/Directorate Head will:

(a) Contact the ACCAO.

(b) Assist the ACCAO deliver condolences to the next of kin.

(4) The ACCAO will:

(a) Visit the next of kin to express condolences for the Department of Navy and the activity. Telephonic notification should be avoided if possible.

(b) During the visit, advise the next of kin whom to contact regarding survivor's benefits by leaving a completed Appendix A to refer to at a later date.

(c) Notify the Benefits Division at 1-888-320-2917 or by e-mail to the HRSC SE at [benefits\\_se@se.hroc.navy.mil](mailto:benefits_se@se.hroc.navy.mil) or the HRSC NE at [benefits\\_ne@ne.hroc.navy.mil](mailto:benefits_ne@ne.hroc.navy.mil). (R)

(d) Ensure appropriate HRSC receives a SF-52, Request for Personnel Action, within 24 hours.

(e) Inform the activity Commanding Officer/Director when next of kin is notified.

(f) Deliver personal effects remaining in the work place to the next of kin and obtain government property, if required. Normally, this should be done several days after the death.

f. In case of death of a civilian employee of an activity outside the Pensacola area who is hosted by a Pensacola area activity while in a duty or non-duty status, the host activity's ACCAO will:

(1) Notify the deceased employee's activity Commanding Officer/Director.

(2) Coordinate delivery of personal effects remaining in the work place to the parent activity and obtain government property, if required.

## APPENDIX A

### SAMPLE POINT OF CONTACT FOR NEXT OF KIN

I am (Your name), the Activity Civilian Casualty Assistance Officer (ACCAO) from (Activity's Name). Please contact me at (Phone number) during workdays or (duty or home phone) during other times, if I can assist you as you settle your (husband/wife/son/daughter/brother/sister)'s affairs.

For assistance with filing survivor's benefits, retirement benefits, life insurance benefits, you will need to contact Benefits Division at 1-888-320-2917, available 24/7. **(R)**

If you have trouble accessing the Benefits Line, contact the appropriate HRSC below:

Human Resources Service Center Southeast  
Benefits Division Code 43  
9110 Leonard Kimble Rd  
Stennis Space Center, MS 39522-0002  
E-Mail: [benefits\\_se@se.hroc.navy.mil](mailto:benefits_se@se.hroc.navy.mil)

Human Resources Service Center Northeast  
Benefits Division Code 51  
111 S. Independence Mall East **(R)**  
Philadelphia PA 19106  
E-Mail: [benefits\\_ne@ne.hroc.navy.mil](mailto:benefits_ne@ne.hroc.navy.mil)

For assistance with filing with Employee Services Division, if applicable, contact:

Human Resources Office  
Employee Services Division  
368 South Avenue  
Pensacola, FL 32508-5124  
POC: Ms. Judy Kerr  
(850) 452-2110, Ext. 476

Human Resources Office **(R)**  
Great Lakes Service Center  
530A Farragut Ave. B-27  
Great Lakes, IL 60088  
POC: Ms. Susan Ericson-Runyard  
(847) 688-2222 Ext. 23

Other offices you may wish to contact:

Department of Veterans Affairs for assistance with survivor benefits, if applicable.

Military Unit Personal Affairs Office for assistance with survivor benefits, if affiliated with Ready Reserve Unit.

Social Security Administration for assistance with Social Security benefits, if eligible.

Credit Union for possible insurance policies and account balances.