

Navigating the Death of a Correctional Service of Canada (CSC) Employee

Information for Survivors and Dependants



Table of Contents

Introduction.....	p.3
Your Responsibilities.....	p.4
Employer Responsibilities.....	p.6
How Can the Union Help?.....	p.7
Annex A Information on Benefits	p.8
Annex B Roles and Responsibilities – Death of a CSC Employee.....	p.10
Annex C Terms and Definitions.....	p.12



Employees of the Correctional Service of Canada (CSC) are part of a family, and as a family, we support each other through difficult times. As a survivor or dependant of a CSC employee, we want to ensure that you are well-supported and have access to information and resources to help guide you through the loss of a CSC employee.

Survivors and dependants (and those who support them) may need help and guidance to navigate this process as they experience real and distressing concerns about what will happen next, such as:

- Who do I notify?
- What support can I expect?
- Who do I call to find out?
- What benefits am I entitled to?

CSC has an efficient process in place to ensure that no delays are incurred which could affect the allocation of benefits in a timely manner. An employee who is well acquainted with this process will be assigned as your contact and will help guide you through these steps. In addition, this guide will provide you with detailed information on benefits and eligibility, along with guidance on what steps you need to take as the survivor or dependant of a deceased employee.

Take care of your well-being

The passing of a family member, dependant, or loved one can be a difficult experience. It is important to take care of yourself and be aware that you may experience a wide range of emotions throughout this process. Ensuring you have a support system in place as you take on the responsibilities that follow the passing of a loved one is key to this. Should you require additional supports or resources to help ensure your mental and physical well-being, please reach out to one of the many services available to you:

- **Emergency Services**
 - **Phone: 9-1-1**
 - For immediate danger or urgent medical support
- [**Suicide Crisis Helpline**](#)
 - **Phone: 9-8-8**
 - Available 24 hours a day, 7 days a week
 - Bilingual
 - Trauma-Informed
- [**Employee Assistance Program \(EAP\) – TELUS Health**](#)
 - **Phone: 1-855-709-2477**
 - Available to surviving dependants of CSC employees, for six (6) months after the last day worked.
- [**Find supports and Resources- PSP Mental Health Resources**](#)
 - Find the right supports based on your specific needs.
- [**Public Service Health Care Plan \(PSHCP\)**](#)
 - **Phone: 1-855-415-4414**
 - Benefits through the PSHCP can help you access services provided by health practitioners such as psychologists

Your Responsibilities

As a survivor or dependant of a CSC employee, there are important steps you need to take to help ensure you receive the benefits you are entitled to, and, to prevent any administrative errors that could be caused by a delay in the following steps:

- Notify either the **Employer or the Union** of your family member's death.
- Contact the [Pension Center](#). They will guide you and ensure you receive all the benefits you are entitled to, following the employee's death (see Annex A).

Submitting a claim for Public Service Pension Plan Benefits

When submitting a claim for Public Service Pension Plan Benefits, you will be required to provide specific documents based on your relationship with the deceased employee including but not limited to:

If you are the:	Required Documents
Legal spouse	<ul style="list-style-type: none">• Marriage Certificate• Death Certificate
Common-law partner	<ul style="list-style-type: none">• Statutory Declaration indicating common-law relationship.• Documentation to establish the conjugal nature and duration of the relationship. (ex: documents related to a mortgage, a lease, a joint bank account, etc.)• Death certificate
Eligible child under 18	<ul style="list-style-type: none">• Birth Certificate• Proof of Guardianship• Death Certificate
Eligible child over 18 and under 25	<ul style="list-style-type: none">• Birth certificate.• Proof of full-time attendance at school or at another educational institution since the age of 18, or since the date of the employee's death, whichever is later.• Death certificate

Your Responsibilities - Continued

Death of a retired family member

If you are the survivor or dependant of a retired employee of the Correctional Service of Canada, contact the Public Service Pension Center directly in order to find out about your pension benefits as a survivor or dependant.

The Public Service Pension Center receives requests for information on pension benefits for spouses or dependants, including the designation of a beneficiary under the Supplementary Death Benefit Plan.

- **Public Service Pension Center**

Telephone: 1-800-561-7930

[Survivors and Dependants of the Public Service Pension Plan](#)

Important information and resources

The following links will provide further information on your role as the survivor of a deceased employee, as well as guidance on how to proceed to ensure you receive the benefits you are entitled to, without delay.

- [When Death Occurs](#)
- [Survivors and Dependants of the Public Service Pension Plan](#)
- [Survivor Benefits – Pension](#)
- [Health and Dental Benefits](#)
- [CPP Death Benefit](#)

What now?

In addition to notifying the federal government of the death, there are other things that you may need to do, such as settling the deceased's estate. For information on additional survivor benefits and guidance on how to move forward, please visit Employment and Social Development Canada's page [What to do next](#).

Employer Responsibilities

The employee's manager plays an important role in assisting survivors and/or dependants as they navigate the processes associated with the death of an employee. As part of their role in providing this support, managers will:

- Contact the Human Resources Group and identify your key point of contact within the organization.
 - This contact will be available to help guide you through the different steps in this process.
- Contact the [Public Service Pay Centre](#) and the [Public Service Pension Centre](#) to inform them of the employee's death.
- Notify you that the employee's survivor or estate must contact the [Public Service Pension Centre](#), who will inform you of the benefits you're entitled to
- Arrange for the return of the employee's personal effects from the workplace, if any.
- Arrange for the return of government property such as laptops, mobile phones, identification pass etc.
- Inquire about information such as funeral arrangements and what information can be shared (if any) with the employee's colleagues and the organization.
- Provide information on available supports and resources such as the [Employee Assistance Program](#).

How can the Union help?

Union representatives are an important resource as you navigate the death of a CSC employee/union member. Do not hesitate to reach out for assistance throughout this process as there are procedures and resources in place to help guide and support you.

- The Union may notify the department that an employee has died.
- The Union can accompany you to meet with your organizational contact, should the need arise.
- The Union can assist you in completing any required paperwork.

If the employee was a Correctional Officer or Correctional Staff Trainer, the following may apply:

- The Union of Canadian Correctional Officers (UCCO-SACC-CSN) can assist you in arranging the Ceremonial Guard service (**see Annex C**).

Union Contact Information

- [The Association of Canadian Financial Officers \(ACFO\)](#)
- [The Canadian Association of Professional Employees \(CAPE\)](#)
- [The International Brotherhood of Electrical Workers \(IBEW\)](#)
- [The Professional Institute of The Public Service of Canada \(PIPSC\)](#)
- [Public Service Alliance of Canada \(PSAC\)](#)
- [Union of Safety and Justice Employees \(USJE\)](#)
- [Union of Canadian Correctional Officers \(UCCO-SACC-CSN\)](#)

Information on Benefits

The following is a list of benefits for which you may be eligible following the death of a CSC employee. When applying for benefits, please ensure you meet the entitlement criteria and have the appropriate documentation submitted to ensure benefits are paid out in a timely manner. For a **complete list** of benefits and additional information, please visit [The Government of Canada page for Survivors and Dependents](#).

- a) [Supplementary Death Benefit](#)
- b) [Survivor Benefit](#)
- c) [Child Allowance](#)
- d) [Health and Dental Benefits](#)
- e) [TELUS Health – External Employee Assistance Program Services](#)
Available services include access to short-term counselling, community referrals, financial, legal, health, wellness, stress and grief related resources.

Roles and Responsibilities – Death of an Employee

The Correctional Service of Canada (CSC) has processes in place to ensure that the following actions are triggered following the death of an employee. This detailed process prevents administrative delays and ensures that a survivor, dependant or beneficiary receives the benefits they are entitled to in a timely manner. This table gives you a broad overview of the steps involved following the death of an employee to help you better understand the process as a whole. Please note that only the steps highlighted in blue require any action on your part.

Step	Who is Responsible?	Actions
Notify the Employer	Survivors	<p>Notify the manager of death and provide a copy of the death certificate, if available.</p> <p>Provide the Public Service Pension Centre with the date of death and a copy of the death certificate, when it becomes available.</p>
Notify Regional Recognition and Finance	Supervisor/ Manager	Submit the date of death to the Regional Recognition Program and Finance.
Ensure Non-Pay Debts To or From Employee are Resolved.	Finance	Review accounts receivable to determine whether the employee has any amounts owing and advise the Pay Center of any overpayments.
Update Leave in HRMS	Supervisor/ Manager	Ensure all leave is up to date. Ensure all pending paid vacation and sick periods have been approved or denied as well as any other type of Paid or Unpaid leave periods.
Submit Termination Form	Supervisor/ Manager	Submit the termination e-form and the Death Certificate to the Human Resources Service Center.

Process Request	Human Resources Service Center	Complete a Pay Action Request and send to the Public Service Pay Center with a copy of the Death Certificate.
Request Governmental Assets	Supervisor/ Manager	Contact Survivors to request return of government assets.
Return Governmental Assets	Survivors	Return governmental assets to Supervisor/Manager, if applicable.
Confirm Return of Government Assets	Supervisor/ Manager	Confirm that all government assets have been returned.
Submit Documents to HR Service Center	Supervisor/ Manager	Complete the Employee Departure Forms and submit them to the Human Resources Service Center to trigger updates to the Employee file.
Update Employee File	Human Resources Service Center	Update the Employee file.

Terms and Definitions

Ceremonial Guard

The Ceremonial Guard, often referred to as the Honour Guard can be requested for the funeral of a deceased Correctional Officer, at the request of their family. During a memorial or funeral, the Ceremonial Guard performs the following:

- Ensures a uniformed presence at the service.
- Provides a Correctional Service of Canada flag that is placed over the casket, folded and presented to the family.
- Escorts the casket to the burial or internment site, as applicable.

Please note that you are not expected or mandated to accept any or all of the services performed during a ceremonial guard. Whether and how the Ceremonial Guard is implicated in the funeral service is your choice as the family of the deceased employee.

Child/Dependant

In the event of a plan member's death, a child/dependant may be entitled to a child's allowance under the public service pension plan. To be eligible for an allowance, a child must be under 18 years of age. Children between 18 and 25 may receive allowances if they are enrolled in school or another educational institution full-time and have attended continuously since the age of 18 or the date of the member's death, whichever occurs later.

Designated Beneficiary (Supplementary Death Benefit Plan)

The individual who is named by a plan member to receive the Supplementary Death Benefit and, if applicable, the minimum benefit payable under the public service pension plan after the death of a member. If there is no designated beneficiary named, then the benefit will be paid to the member's estate.

PAR - Pay Action Request

A Pay Action Request (PAR) is a form used by the employer to trigger changes to an employee's pay file.

Termination

The end of an employment contract, in this case, the death of a CSC employee.

Survivors

Spouse, partner, next-of-kin, or legal representative of the deceased employee.