



The City of  
**OKLAHOMA CITY**

## **COMFORT IS KNOWING RESOURCES ARE THERE DURING A TIME OF LOSS**

### **Intent:**

Enable families and individuals' access to mental health services and resources that provide support during and after emergencies or loss of a loved one. Should you need any assistance with any of the resources/benefits below, please contact Employee Benefits @ 405-297-2144 or [eb@okc.gov](mailto:eb@okc.gov).

### **Before returning to work after the loss of a loved one, try some of the following suggestions:**

- Identify if you are eligible for paid leave through the Bereavement Policy (see below)
- You might arrange to go into the office to meet co-workers for lunch, getting past the first encounters and "I'm so sorry" comments. This can make it easier to go back to work at a later date.
- Consider returning for ½ days for a week or so, easing your way back into the normal routine. Ask your supervisor if you can work remote for the other ½ of the day, if you are out of bereavement leave. (see bereavement policy below)
- Reach out to Alliance Work Partners (AWP) to schedule 6 free counseling session for grief/loss of a loved one. (contact info below)
- If you experience a sudden death in the workplace, please reach out to Employee Benefits @ 405-297-2144. We can call in a grief therapist to meet with all those directly affected in the department as a group or individually.

## **Medical Plan Resources**

### **BlueCross BlueShield (BCBS) - Beneficiary Resources Center**

A program that combines family wellness and security at the most difficult of times. Services include grief and financial counseling, funeral planning, legal support and online Will preparation.

- [www.beneficiaryresource.com](http://www.beneficiaryresource.com) >>> enter username: **beneficiary**
- By phone: 800-769-9187

### **BlueCross BlueShield (BCBS) - Seasons of Life Program**

When deceased members are identified, a dedicated Customer Advocate (CA) identifies the appropriate surviving family member and sends sympathy card with a handwritten note offering assistance. The CA serves as a single point contact for the next 12 months resolving any issues that may arise.

### **United Health Care (UHC)**

- **Emotional Support Line:** A free emotional support line open to anyone and answered 24/7 is 866-342-6892. The Help Line is staffed by professionally trained mental health experts.



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## **Employee Assistance Program Resources (EAP)**

**Alliance Work Partners (AWP)** – The City of OKC EAP plan is available to all FT employees at NO COST. Guidance and confidential counseling for you and your family. This is an employer paid benefit. To schedule up to 6 free counseling sessions per issue, per person, please use the following contact information.

- Toll Free: 1-800-343-3822
- On-line Resources for Grief and Bereavement: [www.awpnow.com](http://www.awpnow.com)
  - Enter an email address, and then enter registration code: **awp-okc-2151** -this will pull up all employer paid on-line resources and tools.
  - Once logged into the site, connect to **HelpNet**. This area of the site has white papers, webinars, and additional publications surrounding grief and how to cope. Type keywords in the search bar to pull up what resources you are needing.

## **Bereavement Policy**

*SECTION 706 - **BEREAVEMENT LEAVE** (pg. 37 of policy handbook)*

**706.01** A Department Director may authorize a maximum of three (3) work days off with pay in the event of a death in the family of the employee or employee's spouse. Family, for the purposes of this section, is defined as spouse, parents, step-parents, children, step-children, brothers, sisters, step-brothers, step-sisters, grandparents, and grandchildren of the employee or the employee's spouse.

## **Publications That Might Be Helpful**

- [How to Cope at Work When You're Grieving a Loved One's Death, by Chris Raymond](#)
- [The Bereaved Employee: Returning to Work](#)
- [Coworkers Facing Grief Together](#)
- [Returning to Work While Grieving](#)