

To: HR Officers & Secondary Contacts

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Emergencies can happen at any moment at work, so having current emergency contact information on file is critical. This information will remain confidential and will only be provided to those who have a legitimate business need to access the information, such as in a health or safety emergency. In addition to Employee and Management Relations Consultants, HR Officers can now view emergency contact information in ConnectCarolina and should proceed to use this information in accordance with the guidelines below.

Emergency contact information is initially entered by the employee when they create their UNC Onyen. Throughout their time at Carolina, employees should keep this information updated.

Updates to Emergency Contacts can be done by the employee directly through ConnectCarolina by following these steps:

• Log in to ConnectCarolina

• Choose Self Service from the drop-down menu at the top

• Choose the Personal Information tile

• Choose Emergency Contacts on the left

Situations that can result in the need to access an employee’s emergency contact information may include but are not limited to:

• An employee illness or medical emergency in the workplace;

• A workplace accident or injury;

• An employee out on leave who is unresponsive to communications from their supervisor;

• An employee who doesn’t show up for work as assigned and cannot be reached through standard contact information.

 In cases such as these, a supervisor may need to contact the employee’s emergency contact and can request that information from their HR Officer or Employee and Management Relations Consultant.

The following must be considered when determining whether or not to provide an employee’s emergency contact information:

• The seriousness of the health or safety emergency;

• Whether notifying the emergency contact furthers the goal of helping support the employee;

• Whether the person requesting the information is in a position to respond to or manage the emergency;

• The time-sensitivity of the emergency.

When in doubt, consult with your assigned Employee and Management Relations Consultant about the appropriateness of notifying the emergency contacts under the circumstances.

Step by step guide for work emergencies:

1. Call 911 in the event of an imminent threat to health or safety.

2. HR Officers can view the emergency contact data in ConnectCarolina.

a. Log in to ConnectCarolina

b. Choose the compass icon on the top right of your home page, which will open the NavBar

c. Click on Navigator and go to the following location: HR/Payroll Menu > Workforce Administration > Personal Information > Personal Relationships > Emergency Contact

d. Search for employee by PID or Name

3. Call the preferred emergency contact.

a. Provide the contact with information that will enable the person to act on behalf of the employee, such as the general nature of the incident and the location of the employee.

b. Do not provide private health information to the emergency contact unless the employee approves in advance.

4. If the preferred contact is not available, leave a voice message.

a. The voice message should indicate that “This is an urgent message about [employee], and we ask that you return this call as soon as possible.”

5. Call any additional emergency contacts in the order listed, if the primary preferred contact does not answer.

6. Call UNC-campus police, who can assist in locating next of kin if the employee does not have any emergency contacts listed, if you are unable to reach any of the contacts, or the emergency occurs outside normal business hours.

7. Do not provide the information to colleagues who do not have a need to know, based on the circumstances, or to individuals outside of the University except if requested by a first responder (e.g., fire, law enforcement, EMS, etc.) who would have a legitimate, immediate need for the information.

8. Students: Should be referred to the Dean of Students.

**Wellness Checks**

If you are trying to reach out to an emergency contact because an employee has been unresponsive to communications from his/her supervisor and cannot be reached through standard contact methods, the option to pursue in this situation may be a Wellness Check.

9. Contact your assigned Employee and Management Relations Consultant to ensure a Wellness Check is the appropriate option to pursue (consider the number of days the employee has been unresponsive, response from the emergency contact, etc.)

10. Contact UNC- campus police to ensure they are aware that a Wellness Check is being requested, so that they can serve as a resource for the process.

11. If the employee’s listed residence is in the city, the local Police Department is the agency who can conduct a wellness check. If the residence is in the county, the local Sheriff Department is the agency who can conduct a wellness check.

12. The UNC-campus police can assist to ensure all of the needed information is collected prior to contacting the local Police/Sheriff to conduct a wellness check.

13. If contact is made with the employee, the local Police/Sheriff will ask the employee to contact the HR Officer.