

MS265 Death of a Volunteer  
Attachment C: Response Action Checklist and Toolkit

**MS265 Attachment C: Master Checklist**

The purpose of the Response Action Checklist and Toolkit is to set out the key roles and responsibilities of the various offices and officers when a death of a Volunteer occurs. Actions are listed in order of recommended response time; however, they may be completed according to the timeframe deemed most appropriate. All actions may not be required.

**Important notes:**

-- If "Other" is chosen as the Point-of-Contact (POC) for an action, please indicate the contact's name and title in the Comments/ Follow-up field

-- "Volunteer" refers to both Volunteers and Trainees

Office	POC	Action	Date completed	Comments/ Follow-up
<b>The following actions are to take place within the first 12 hours</b>				
Post	---	Notify and consult with Regional Security Officer (RSO).		
Post	---	Notify Counseling and Outreach Unit Duty Officer (COU).		
Post	---	Visually identify the Volunteer's remains and confirm identity. Peace Corps Medical Officer (PCMO), or other staff member, should make a positive identification of remains.		
Post	---	Contact American Citizen Services (ACS) and confirm that Peace Corps (PC) Director will handle Next-of-Kin notification. It is standard operating procedure for ACS to contact Next-of-kin when a death of US Citizen is reported. Contact ACS so they understand Peace Corps will notify Next-of-kin.		
VS	---	COU Duty Officer notifies Director of COU.		
VS	---	Director of COU notifies senior leadership and HQ offices. Offices should be notified in the following order: the Regional Director, Safety and Security (SS) Duty Officer, Director, Deputy Director, Chief of Staff, Assoc. Dir. Global Operations, Inspector General.		
SS	---	SS contacts Country Director (CD) to discuss Peace Corps Safety and Security Officer (PCSSO) involvement and circumstances of incident.		
SS	---	If a crime is suspected SS will contact DS/CIL.		
SS	---	SS contacts State Operations Center.		
SS	---	If an autopsy seems imminent make initial contact with AFMES.		
SS	---	Contact the PCSSO and inform them of the death. Make preparations for their travel to post.		
SS	---	Pull legal environment survey to provide guidance to the Headquarters response team.		
SS	---	If circumstances warrant, PCSSO initiates contact with RSO and other law enforcement entities as appropriate.		
Region	---	Provide biographical information (e.g. Resume and Aspiration Statement) to the Office of the Director.		
Region	---	Locate and provide to COU Life Insurance Beneficiary or Waiver of Coverage form from Volunteer Payroll Services (VPS).		
Post	---	CD officially notifies staff at post and establishes a Post Response Team.		
Post	---	Assign staff member, or other responsible party, to secure deceased's residence to safeguard and inventory personal effects as soon as possible.		
Post	---	Establish a schedule to accompany/ stand watch over Volunteer remains 24/7.		
Region	---	Coordinate with Post and HQ Response Team to establish schedule for regular communication.		
Post	---	Begin making arrangements for autopsy, if required. Consult with SS regarding autopsy requirements and possible AFMES assistance.		
D	---	Director, or designated representative, notifies Next-of-kin/Designated representative.		

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VS	---	COU immediately follows-up call from Director to offer the family support and identify Point of Contact (POC) for coordination. COU should offer to visit the family. If offer is accepted, travel plans should be made at this time.		
VS	---	Communicate Next-of-kin POC information to HQ Response Team and Post.		
VS	---	Advises the PCMO on the autopsy, especially the handling of blood, fluid and tissue specimens and/or slides prior to an autopsy.		
VS	---	Advises and supports PCMO as necessary.		
Post	---	Safety and Security Coordinator (SSC) liaises with local law enforcement and RSO as appropriate.		
Post	---	Notify Volunteers at Post of death. Communicate to Volunteers to notify them of the situation and to refrain from blogging or contacting the deceased's family until after Next-of-kin are notified.		
Post	---	Schedule in-country memorial service if appropriate and when possible.		
Office	POC	Action	Date completed	Comments/ Follow-up
<b>The following actions are to take place between 12-24 hours</b>				
Region	---	Schedule initial HQ Response Team meeting with representatives from each appropriate office.		
Region	---	Create email distribution list of HQ and Post Response Team members. Provide CD with all contact information for HQ Response Team. CD should have all contact information available on BlackBerry.		
<b>HQ Response Team</b>		Attend initial HQ Response Team briefing and planning meeting.		
Post	---	<a href="#">CD submits initial Report. CD will submit subsequent update reports every 24 hours, or as needed, to Headquarters Response Team until all uncertainties of Volunteer's death are resolved.</a>		
Post	---	<a href="#">PCMO attends autopsy and follows Post Death Procedures. PCMO should bring a photo of the Volunteer to identify the remains.</a>		
Post	---	Ensure that Volunteer autopsy/ death record match the identity of the Volunteer, and are casketed and shipped to the correct funeral home.		
Post	---	Obtain multiple originals of local death certificate (at least 8 if possible), and send for translation as needed.		
Post	---	Obtain at least 12 Consular Report of Death of a US Citizen Abroad (CROD) from ACS.		
Post	---	Designated Staff member visits deceased's residence to inventory and collect personal effects. Coordinate with ACS, SS and OIG as needed.		
Post	---	<a href="#">Record Volunteer's personal effects in the Personal Effects Log.</a>		
Post	---	Designated staff member remains with the Volunteer during transport.		
Post	---	If investigation is warranted, SSC coordinates with PCSO and RSO to establish protocol.		
VS	---	Determine with the CD whether or not a staff member from COU is needed at Post to council Volunteers or Post staff.		
VS	---	Discuss with Next-of-kin transportation options and timing of return of remains.		
VS	---	Notify next-of-kin of funeral expenses covered by Peace Corps		
SS	---	If warranted, coordinate CIL and AFMES.		
SS	---	Establish regular communication regimen with PCSO.		
Post	---	Send completed MS265 Press Release Form to CDO.		
Region	---	CDO finalizes and forwards MS265 Press Release Form to COMMS.		
Post	---	Scan and email Consular Report of Death received from Embassy to COU.		
VS	---	Confirm receipt of Consular Report of Death from Post.		

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<b>The following actions to take place between 24-48 hours</b>				
Post	---	Email Personal Effects Log to COU.		
Post	---	Package and ship personal effects to COU at PC HQ		
Post	---	Obtain official police report, if applicable.		
VS	---	Member of COU visits Next-of-kin.		
SS	---	PCSSO coordinates and debriefs with RSO/other law enforcement.		
Post	---	Arrange transportation with Transportation (M) and send details of Volunteer remains and escort to CDO		
M	---	Advise Post on transportation shipping options as needed.		
VRS	---	Director of Recruiting (DOR) contacts Regional Recruitment Office (RRO) where Volunteer was recruited to provide high level details and ask them to stand by to assist where needed.		
Region	---	CAO reviews allowable expenditures with Post.		
D	---	Send notification of death to State Department, White House, Embassies via letter from Director.		
D	---	Send Notice Memorandum of Death to President, from Director.		
D	---	Notify applicable House and Senate members.		
D	---	Send official PC condolence letter to next-of-kin. Coordinate with COU to potentially hand carry condolence letter.		
D	---	Send condolence letters from appropriate officials to Next-of-kin. Inform appropriate officials that ALL letters are to be sent to the Peace Corps; Peace Corps will direct condolences to the family or next-of-kin on their behalf.		
D	---	Peace Corps issues an announcement of death.		
Office	POC	Action	Date completed	Comments/ Follow-up
<b>The following actions are to take place between 48-72 hours</b>				
Post	---	Report death through the Consolidated Incident Report (CIRS).		
OCFO	---	Record death in Odyssey using PC-440 received from VS.		
OCFO	---	Change Volunteer's Home-of-Record to PC HQ. Home-of-record is changed to PC HQ to avoid inappropriate mailings.		
OCFO	---	Turn over complete copy of Volunteer's personnel file to COU.		
D	---	Post press release on PC website.		

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Office	POC	Action	Date completed	Comments/ Follow-up
<b>The following actions are to take place 72+ hours</b>				
Post	---	Escort Volunteer's remains to Home-of-Record. Deceased remains should be accompanied at all times during transportation from Post to home of record. Any, and all, special arrangements should be made before departure.		
Post	---	<a href="#">Record special quotes/ anecdotes from in-country memorial service in Post Action Log.</a>		
Post	---	Send Service Termination email to OCFO.		
Region	---	Confirm official PC representative to funeral with CD.		
Region	---	Send funeral invitation to Post's Ambassador to the US. Invitation should be extended with consent of the deceased family or next-of-kin.		
Region	---	Send funeral invitation to Post's US Ambassador. Invitation should be extended with consent of the deceased family or next-of-kin.		
D	---	Provide funeral remarks to Peace Corps' representative to funeral. Please refer to the standard talking points.		
VS	---	Contact RRO to provide further details on when the remains will arrive, and funeral or memorial service details.		
VRS	---	RRO assists HQ/Country Staff when they arrive with remains and provides transport or other support as needed. They will also transport staff and attend funerals/memorial services as required.		
VS	---	Acquire US flag to be draped over coffin at funeral.		
VS	---	Send flowers to funeral on behalf of Peace Corps.		
M	---	Prepare US and Peace Corps flags to be carried by PC representative for presentation to Next-of-kin at funeral.		
M	---	Fly PC flag at half-mast on day of funeral, and present PC flag to Next-of-kin.		
VS	---	Make arrangements with Next-of-kin regarding death benefits.		
VS	---	Direct Next-of-kin/ designated representative to FECA for appropriate reimbursement of funeral expenses as needed.		
VS	---	<a href="#">Submit PC-440 to OCFO</a>		
OCFO	---	Audit Volunteer's account based on deductions requested by Post.		
OCFO	---	COU sends SF-1153(s) stating beneficiary names/payout percentages and payment(s) to be processed.		
OCFO	---	Send Readjustment Allowance beneficiary check(s) to COU for mailing.		
Post	---	Close Volunteer's in-country accounts: bank, internet, cell phone, etc.		
Post	---	Close or transfer Volunteer's PCPP, SPA, ECPA, etc. accounts.		
VS	---	Confirm receipt of personal effects from Post with CD, and send to RRO		
VRS	---	RRO receives personal items from COU and hand delivers them next-of-kin or designee. Personal items should be collected from COU/Region at HQ and delivered in person with the utmost compassion.		
VRS	---	RRO defers and refers questions and inquiries from candidates and other families to RD. Copy all communications on questions or concerns provided to Director of OVS and DOR to ensure coordination and communication.		
VS	---	Confirm receipt of personal effects from RRO with Next-of-kin.		
M	---	Add Volunteer's name to Headquarters' foyer memorial.		
Region	---	Lead an After Action debrief and develop lessons learned.		
OGO	---	Disseminate lessons learned to other Regions and participating offices.		
OGO	---	Work with SS and GC to incorporate lessons learned into Response Action Checklist & Toolkit.		