



<b>Response to the Death of a Student</b>	
<b>Policy:</b> Death of a College Community Member	
<b>Category:</b> Administrative	<b>Approval Date:</b> November 17, 2020
<b>Procedure Owner:</b> Vice President Academic and Research	<b>Effective Date:</b> November 17, 2020
<b>Procedure Administrator:</b> Registrar	<b>Review Period:</b> 5 years
<b>Associated Documents:</b> N/A	

## **PURPOSE**

To ensure a consistent and coordinated approach when responding to the death of a current or former student.

## **PROCEDURE**

### **1. Reporting**

#### ***Current Student***

1. Response to a death of a student on or off campus falls within the jurisdiction and responsibility of the RCMP. The RCMP is responsible for notifying the next of kin.
2. If a member of the college community is present at a student's death, they should:
  - a. first, call 911 immediately
  - b. second, call the Security Centre emergency phone line: 343-4000 or 4000 from any campus phone.
3. Campus Security will:
  - a. contact and coordinate communication with RCMP immediately upon notification
  - b. contact the appropriate internal contacts within the College including:
    - i. Manager, Security & Emergency Response;
    - ii. President;

- iii. Vice Presidents;
  - iv. Deans;
  - v. Registrar.
4. If a death occurs during a field trip, the College staff member accompanying the trip immediately contacts local emergency services and law enforcement agency. As soon as the appropriate agency has taken control, the staff member immediately reports the death to the Manager of Security and Emergency Response.

***Former Student***

- 1. The death of a former student will be reported to the Office of the Registrar.
- 2. The Office of the Registrar reports the death to the President, the Vice President Academic and Dean of the student's school/program.

**2. Coordinating Notification and Response**

***Registrar, or designate***

- 1. Notify the appropriate departments within the College (Appendix A).
- 2. Ascertain the date and time of the funeral or memorial service. Depending on the circumstances coordinate a College presence at the funeral or memorial service.
- 3. Act as the primary College contact and ensure coordination of all response activities and communication with family respecting their wishes first and foremost.
- 4. Coordinate the college response, where applicable, with Marketing and Communications and/or Residence Manager to
  - a. family;
  - b. employees and students;
  - c. media.
- 5. Request documentation (copy of death certificate, power of attorney or estate executor) in order to direct communication appropriately.
- 6. Consult with the President's Office to evaluate the appropriateness of lowering the flag in memory of the deceased.

7. Mark the student's account as deceased and cancel registration and/or admission.
8. Prepare condolence letter, on behalf of the President, Vice President Academic and Research or Registrar, to family/next of kin/Estate Executor, including if applicable:
  - a. a breakdown of all refunds and method of refund (i.e. reversal of Credit Card; cheque included; etc.);
  - b. reference to funding information or details regarding Student Funding and Awards;
  - c. notify Alberta Student Aid
  - d. details of final Payroll information if the student was employed with the College.
  - e. direction to collect the student's belongings;
  - f. referral to Students' Association Student Benefits Coordinator for information regarding Students' Benefit Plan; referral to the Bookstore Manager for information involving returning new/used textbooks;
  - g. information to access the student's T2202A and T4 forms.
9. Collect intellectual property and student belongings from Ancillary Services.
10. Coordinate with the Associate Dean, Students' Association, Ancillary Services, Residence, and Campus Security for collection by the family.
11. Consult with the family, roommates and the Residence Manager in removing the student's belongings.
12. Provide the Manager, Security & Emergency Response with Confirmation of Enrolment for insurance purposes.
13. Grant posthumous certificate/diploma/degree, upon request of the Associate Dean of the School.

### ***Associate Dean***

1. Notify Information Technology Services regarding potential computer files, access to database, and security clearances.
2. Notify internal areas within the School (Performing Arts or Library).
3. Notify external agencies regarding practicum placements (Alberta Health Services – Central Zone)

4. Collect intellectual property belonging to the student and deliver to the Registrar.

### **Instructor**

1. Confer with Associate Dean to coordinate an announcement to the class respecting the family's wishes to do so.
2. Contact Counselling for assistance and support before making the announcement.
3. Notify students of available counselling services.

### **Bookstore Manager**

1. Provide refunds related to textbooks as requested by the next of kin or Registrar.

### **Community Relations**

1. Notify Community Relations for awareness from Alumni and Development perspective.
2. Prepare for the family to approach the College to establish a memorial fund.

### **Dean, Library and Student Supports**

1. Waive fines and clear any outstanding books from the student's account.
2. Provide debriefing, counselling, and support services to College community.

### **Finance – Accounts Receivable Coordinator, Fees Office/Parking**

1. Coordinate refunds from the various departments and forward the combined refund information with breakdown (if applicable) to the Registrar including refunds for tuition, fees, residence, parking, ancillary services, and childcare.
2. Contact the Students' Association Benefits Administrator to determine if the student has paid for the Health and Benefit Plan, and if the Plan is active. Arrange for refund of pre-paid Health and Benefits Plan only if the Plan is not yet active.
3. Contact Payroll to determine if student was employed by the College; arrange for final pay to be deposited in the student's bank account and inform Registrar of details to be included in the condolence letter.
4. Provide a copy of the T2202 to the family/next of kin.

### **Information Technology Services**

1. Cancel any existing general and specialized computer accounts. The Registrar notifies ITS to cancel the general student computer accounts, and the Associate Dean of the School notifies ITS regarding any specialized computer accounts such as IDs for

databases, security clearances, Blackboard passwords, Health Knowledge network (see role of the Associate Dean of Deceased Student's School above).

### **Marketing & Communications Department**

1. Coordinate media inquiries in consultation with the Registrar.

### **Payroll**

1. Provide Accounts Receivable Coordinator in Finance the details of any final wages to be deposited in student's bank account if employed.
2. Ensure T4 information if provided to the family/next of kin/Estate Executor.

### **Business Intelligence and Research Services**

1. Mark "deceased" in any electronic student records within the Research Services office.

### **Residence**

1. Arrange for the removal of the student's belongings.
2. Coordinate Counselling support for roommates.
3. Inform Accounts Receivable Coordinator in Finance of refund of any rental fees, parking, damage deposit, etc.
4. Update database appropriately.

### **Security & Emergency Response Manager**

1. Prepare insurance forms on behalf of the College.
2. Notify the Registrar of any insurance information or details that should be included in the condolence letter to the family.
3. Inform Accounts Receivable Coordinator in Finance of any refund for Parking Fees.
4. Coordinate with Registrar to make arrangements for family member to pick up all of student's belongings listed above.

### **Ancillary Services**

1. Inform Accounts Receivable Coordinator in Finance of pro-rated refund of any membership fees.
2. Obtain the student's belongings from their locker and deliver them to the Registrar.

3. Notify Registrar of any outstanding College equipment or uniforms.

### **Students' Association General Manager**

1. Inform Accounts Receivable Coordinator in Finance of student's status with the Health and Benefits Program at RDC.
2. Inform Accounts Receivable Coordinator in Finance of any refunds related to lock/locker.
3. Obtain student's belongings from their locker and deliver them to the Registrar.

### **3. Timelines for Response**

1. Due to the sensitive and urgent nature involved in responding to the death of a student, departments and the Associate Dean of the School will reply to requests for information within two (2) working days.
2. Condolence letter is sent out within five (5) working days of notification of the death of a student or applicant.

## Appendix A

**The following Offices and departments are responsible for inactivating and updating records within their custody and control containing the student's personal information.**

Designated Contact	Current Student	Applicant / Admitted Student	Former Student (attended within the last Academic year)	Former Student (attended prior to the last Academic year)
Office of the President	√		√	
Office of the Vice President Academic	√			
Office of the Registrar	√	√	√	√
Dean of student's program	√	√		
Associate Dean of student's program	√	√	√	√
Ancillary and Sport Services	√			
Community Relations / Alumni Association	√			√
Continuing Education	√			
Counselling	√			
Campus Management	√			
Campus Store	√	√		
Centre for Teaching and Learning				
Finance	√	√		
Health, Safety and Wellness Centre	√			
Human Resources / Payroll	√		√	
Information Technology	√	√		
Library & Student Support Services	√		√	√
Marketing and Communications	√			
Residence	√			
Security and Emergency Response	√			
Business Intelligence & Research	√	√	√	√
Student Connect Centre (Funding, Awards, Prospective Students)	√	√	√	
Students' Association	√			
S/A Student Benefits	√	√		

## Appendix B

### Suggested Protocol for Announcing a Student Death

Adapted from: The Critical Incident Stress Management Course: Basic group crisis intervention. Mitchell, JT and Everly, BS. (2001) International Critical Incident Stress Management Foundation.

**Purpose:** To provide a consistent and appropriate process to inform students and staff of a student death.

**Objectives:** Provide accurate information.

Provide coping resources.

Inform people about self care.

Assess further needs of those in group.

**Process:**

1. Assemble class members.
2. Provide factual information about the situation, maintaining appropriate confidentiality boundaries.
3. Provide information about common behavioral/psychological responses one might experience.
4. Discuss individual/class/college stress management strategies.
5. Provide information on RDC and community resources.

For further information, please contact Counselling.