SA04 Response to the Death of a Student

Classification: Student Affairs
Responsible Authority: Director, Student Support Services
Executive Sponsor: Vice President, Student Services
Approval Authority: Algonquin College Executive Team
Date First Approved: 1994.09.01
Date Last Reviewed: 2019.02.21
Mandatory Review Date: 2024.02.21

PURPOSE
To prescribe a set of administrative procedures to assist students and employees in responding to the death of a current student.

SCOPE
All students currently registered in a full-time program (student may be attending full-time or part-time in the full time program) and the students declared in part-time online and continuing education programs. Reported cases which involve online or continuing education course registrants or recent graduates will be considered on an individual basis.

DEFINITIONS

<table>
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<tr>
<th>Word/Term</th>
<th>Definition</th>
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<tr>
<td>College Community</td>
<td>Includes all students, staff of the College, clients served by students, and visitors to the College.</td>
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<tr>
<td>Office of the Director</td>
<td>Where Director Student Support Services is referred to in this policy it implies the Office of the Director Student Services and any designates that may be acting on behalf of the Director Student Support Services.</td>
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<tr>
<td>Student Support Services</td>
<td></td>
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<tr>
<td>Regional Campus Dean</td>
<td>Dean of Perth Campus or Dean of Pembroke Campus</td>
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POLICY

1. The College will provide assistance to students and employees in dealing with the death of a student, in a sensitive and expeditious manner.

2. Any death which occurs on College premises demands additional responses including contacting police and legal authorities. The circumstances surrounding the student’s death will determine the College response, in accordance with Policy HS 08 Fatal and Critical Injuries, notwithstanding the procedures contained in this policy.
3. The College recognizes that students and employees may need assistance in dealing with their grief and will make appropriate support resources available as necessary.

**Reporting and Verification of Facts**

4. Any member of the College Community who learns of the death of a student (student may be attending full-time or part-time in the full time program) is requested to report immediately all known information concerning the student and the circumstances of the death to the Office of the Director, Student Support Services, or to the Regional Campus Dean and will include the Director, International Education Centre (in cases of an international student’s death) in all correspondence.

5. The Office of the Director, Student Support Services or Regional Campus Dean (with assistance from the Director, International Education centre as required) will immediately collect and verify all available details and complete the form *Notice Concerning the Death of a Current Student* (Appendix 1), after confirming that the next of kin has been notified by the appropriate authorities.

**Communication to Administrative and Academic Sectors**

6. The Office of the Director, Student Support Services or the Regional Campus Dean will distribute the form with all known details.

7. The Director, Student Support Services or designate and Human Resources will consult with appropriate administrator(s) to determine a strategy for notifying and supporting members of the College Community who may be impacted by the death of this student.

8. The Dean or designate, in consultation with students and employees, will decide on the appropriate memorial gestures to be offered to the family.

**College Response**

9. For the purpose of transmitting all required information between the College and the deceased student’s next of kin, the Director, Student Support Services, or the Director, the International Education Centre, in consultation with the Dean, will determine the official designate to communicate with the deceased student’s next of kin.

10. The President’s Office will prepare and send a letter of condolence to the family of the deceased. In the case of the death of a current student (student may be attending full-time or part-time in the full time program), the Office of the Director, Student Support Services will ensure that the College flags are lowered on all campuses for a period of two (2) days and notify the College Community through a communiqué on myAC.

11. If appropriate and feasible, a College representative will visit the family.

**Closing of Academic Records and Refund Assessments**
12. The Registrar, in consultation with the Dean, will recommend if academic credits or recognition can be awarded posthumously.

13. Upon receipt of a death certificate or equivalent, the Registrar will review fees and determine whether or not a refund will be issued as per exceptional circumstance practice and will move the student record to a deceased student status in College record system(s).

**Closing of Administrative Records and Return of Property**

14. The Director, Student Support Services or designate will interact with a family member for the return of property and the closing of administrative files. The family will be required to provide a copy of the death certificate in order to officially close College files.

15. Once the student’s files are closed, the student's name will be removed from all mailing lists to prevent any unnecessary future distress to family members.

**Deaths Reported Some Time After their Occurrence**

16. In some cases, the College is not aware of the student’s death until a next of kin or designate asks to close the student’s records and/or returns books or borrowed equipment. This individual is to be referred to the Office of the Director, Student Support Services or the Regional Campus Dean. Following engagement with the next of kin or designate, the appropriate College departments will be notified of the student death so College records can be updated.

**Death Occurring on Campus**

17. If a student dies on campus, initial response will be coordinated by Security Services, in accordance with HS 08 Fatal and Critical Injuries.

**PROCEDURE**

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<th>ACTION</th>
<th>RESPONSIBILITY</th>
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<td>1. Report to the Office of the Director, Student Support Services (including the Director, International Education Centre in all correspondence) or to the Regional Campus Dean, the death of a student and all known information concerning the student and the circumstances of the death.</td>
<td>Member of College Community</td>
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<tr>
<td>2. Verify the details and complete the form <em>Notice Concerning the Death of a Student</em> (Appendix 1) including details on the funeral arrangements, if available.</td>
<td>Office of the Director Student Support Services, Director International Education Centre or Regional Campus Dean</td>
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3. Distribute the *Notice Concerning the Death of a Current Student* (Appendix 1) to the parties listed on the form.

Office of the Director, or Regional Campus Dean

4. The Director, Student Support Services or designate and Human Resources will consult with appropriate administrator(s) to determine a strategy for notifying and supporting members of the College Community who may be impacted by the death of this student.

Office of the Director or Regional Campus Dean

5. Prepare and send a letter of condolence to the family of the deceased.

President’s Office

6. Lower the College flags on all campuses from the date of notification for a period of two (2) days and notify the College Community through a communiqué on MyAC.

Office of the Director, or Regional Campus Dean

7. Appoint a member of the academic department who knew the student or the Director, Student Support Services, or a representative of the International Education Centre to visit the family, if appropriate.

Program Chair

8. Closing the Student’s Files (Upon receipt of Death Certificate or equivalent). Additional steps may be required with International students.

ALL

9. Decide, in consultation with the Dean, if academic credits or recognition can be awarded posthumously.

Registrar

10. Assess the student’s financial account and action closure accordingly.

Registrar

11. Close the student academic file, making sure that the student’s name is removed from all mailing lists and remove all email addresses from the student record.

Registrar

12. Close the student’s accounts, as appropriate (Checklist is available from the Director, Student Support Services upon request).

ALL

13. Offer to retrieve any College property, which may have been in the student’s possession; waiving any fines.

Program Designate

14. Offer to return locker contents, art portfolios and other such items to next of kin or designate.

Program Designate

**SUPPORTING DOCUMENTATION**

Appendix 1  Notice Concerning the Death of a Current Student

Appendix 2  International Education Centre Guidelines
RELATED POLICIES
AA14   Grading System
HS 08   Fatal and Critical Injuries

RELATED MATERIALS
None
SA04: APPENDIX 1

NOTICE CONCERNING THE DEATH OF A CURRENT STUDENT

NAME OF STUDENT:    STUDENT NUMBER:

PROGRAM:    DATE OF DEATH:

ADDRESS:           DATE OF BIRTH:

GENDER:    AGE:

HOW AND WHEN THE COLLEGE WAS INFORMED OF DEATH:

INFORMATION CURRENTLY AVAILABLE:

NATURE OF DEATH:

NEXT OF KIN:

FUNERAL AND/OR VISITATION ARRANGEMENTS:

MEMORIAL DONATIONS:

STAFF MEMBER WHO WILL BE FAMILY’S CONTACT PERSON:

PLEASE NOTE THAT ANY SENSITIVE OR CONFIDENTIAL DETAILS ARE NOT TO BE DIVULGED EXCEPT TO COLLEGE OFFICIALS

DISTRIBUTION

Algonquin College Executive Team
Algonquin College Leadership Team
Ombudsman
General Manager, Students’ Association
Dean of the Student
Manager, Counselling Services
Communications Officer, Public Relations and Communications
Internal Communications Officer and Assoc. Director of Government and Stakeholder Relations
Director, Risk Management
Manager, Security and Emergency Services
General Manager, Residence Services (if applicable)
DEATH OF INTERNATIONAL STUDENT ACTION ITEMS

1. Inform Director of International Education and Manager of International Student Integration. They assume responsibility for next steps.
   - Ernest Mulvey, Director, 613-218-6304 (mobile).
   - Anna Choudary, ISI, 613-883-6088 (mobile).

2. International Education informs insurance provider of possible death.
   - Insurance provider provides assistance with funeral expenses, travel expenses to Canada and repatriation of deceased. Insurance provider acts as a contact with medical team.

3. Confirm death with an authoritative source before emergency contact is informed.
   - Authoritative sources include police, hospital, embassy, GuardMe.

4. Confirm death with insurance provider and inform Algonquin College Executive Team.

5. Communicate with emergency contact – both Algonquin College and Guard Me.
   - Emergency Contact Information held in Student Advisor Link (SAL).
   - Does the emergency contact speak English as identified in SAL?
   - Ensure we have someone to communicate with emergency contact.

6. Confirm next steps with emergency contact.
   - Travel to Canada.
   - Meet at Airport.
   - Accommodations.
   - Funeral Services.
   - Repatriation of Body.

7. Confirm if the Tragic Events Response Team (TERT) or Counselling team will be mobilized.
   - TERT exists to assist the College when there is an event that impacts a significant number of students and can be activated by the Director of Student Support Services.
   - Counselling Services: Tragic Event Response Team
     http://www.algonquincollege.com/counselling/tragic-event-response-team-tert/

8. Monitor situation and remain in contact with family and Guard Me.

9. Determine level of support required.
   - Support can be found with:
     i. Embassy
     ii. Family and friends
     iii. Extended community
     iv. Algonquin College
   - Not all families travel to Canada and may ask for additional support in other legal formalities:
i. Death certificate, funeral arrangements, bank accounts, rental agreements, mobile phone agreement, student possessions from accommodations.

10. Close out student records as per SA04 College Response to Death of Student and Death of a Student - Departmental Checklist
   o Departments may need to action closing out of student records
     i. Academic
     ii. Algonquin College Alumni and Foundation
     iii. Ancillary Services
     iv. Cooperative Education
     v. Counselling Services
     vi. Human Resources
     vii. Information Technology Services
     viii. Library
     ix. Parking, Lockers, Coin-Ops & Card Services
     x. Registrar’s Office
     xi. Residence
     xii. Students’ Association
     xiii. Student Support Services