

## DEATH OF A STUDENT

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Owner.

<b>Category:</b>	G. People & Culture
<b>Parent Policy:</b>	G03
<b>Approval Date:</b>	January 24, 2022
<b>Effective Date:</b>	January 24, 2022
<b>Procedure Owner:</b>	Vice President, Student Experience

<b>Overview:</b>	The Vice President, Student Experience, working in cooperation with a network of College personnel will ensure the following procedures are implemented as a response to the death of a student whether it has occurred on or off campus
<b>Procedures:</b>	<p><b>DISCOVERER</b></p> <ul style="list-style-type: none"> <li>• Notifies the RCMP/Emergency Services by calling 911.</li> <li>• Contacts or designates someone to contact Campus Security at the Security office, or dials 8225 or 403-556-8225.</li> <li>• If a death is discovered on campus: Remains/returns to the scene once Security has been contacted and if it is safe to do so.</li> </ul> <p><b>SECURITY</b></p> <ul style="list-style-type: none"> <li>• If the death occurs on campus, security notifies the RCMP/Emergency Services by calling 911.</li> <li>• Notifies the Registrar and the Manager of Health, Safety and Security.</li> <li>• Seals off the room or area.</li> <li>• Controls the scene until the arrival of the RCMP.</li> <li>• Ensures extra Security members are provided to assist in identifying students in jeopardy, to address safety / security issues and to identify media and direct visitors to the appropriate area, if necessary.</li> </ul> <p><b>RCMP</b></p> <ul style="list-style-type: none"> <li>• Handles the investigation, as required.</li> <li>• Notifies the student's next of kin.</li> </ul> <p><b>VICE PRESIDENT, STUDENT EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Coordinates an immediate emergency response.</li> </ul>

- If the death occurs on campus, attends the scene and assists the RCMP / Emergency Services.
- Notifies the Executive Leadership Team.
- Notifies the Manager-Student Health & Wellness, and Director-Corporate Communications.
- Advises Campus Security of contact and location information for the Site Controller.
- Ensures that all of the student's personal belongings are left exactly as they were found. If required, arrange to move roommates to another location.
- Confirms with the RCMP that the student's next of kin have been notified.
- Confirms the death and that next of kin have been notified before proceeding further.
- Informs the College community as appropriate.

#### **DIRECTOR, MARKETING & COMMUNICATIONS**

- Arrives at the College if necessary, and handles/delegates any media requests.
- Consults where possible with the Registrar and with the Executive.

#### **PROCEDURES FOR DEATH OFF CAMPUS**

- Student deaths are reported to the Vice President, Student Experience

#### **FOLLOW UP ACTION**

#### **DIRECTOR, MARKETING AND COMMUNICATIONS**

- In consultation with the VP responsible for Academics, ensures consistency with internal communications and develops and implements all external communication strategies, if appropriate. This may include media, staff, students, Board of Governors, Students' Association, website or Alberta Advanced Education. Public notices are not issued unless authorized by the VP.
- Monitors social media and traditional media channels.
- Requests that the Development Office move the student's name from active to deceased records, if appropriate.
- Enacts the Flag Protocol to have flags lowered to half mast.

#### **VICE PRESIDENT, STUDENT EXPERIENCE**

- Contacts the College legal counsel if required before proceeding further.
- Makes initial College contact with next of kin/family to offer condolences.
- Makes follow-up call to family to assist with immediate arrangements (e.g., collection of personal effects/items).
- Arranges for flowers to be sent to the family on behalf of the College.
- Coordinates College meetings with program teams and students as appropriate to discuss immediate action plans (e.g., internal communications to students/faculty, support services).
- Arranges transportation for College students and staff to attend the funeral / memorial service, as appropriate.

- Ensures a formal reconciliation of refund before processing refund cheque and provides refund cheque to the President.
- Liaises with the family on administrative details to ensure the family is aware of any applicable refunds.
- Coordinates communication between SAOC and the family to oversee any benefits or insurance related matters.
- Arranges for a College representative to be present when the family arrives on campus and for them to have privacy.
- Ensures that support services such as trauma counselling are available for individuals affected by the situation.
- Decides if, where and when a gathering place should be established for students, staff, and faculty to grieve in community and makes arrangements for Counsellors, therapy dogs and staff to be present during open hours.
- Ensures the student's file and records are sealed and noted as deceased on the computer system to ensure that the family does not receive any further correspondence from the College.
- Works with Dean, who consults with the program team as necessary, and the family to determine if it is appropriate to award the credential posthumously. The family's wishes will be paramount, especially regarding the presentation (by mail or during convocation).
- Works with Business Services to ensure the refund of any applicable tuition and/or other fees to the estate of the deceased.
- Determines whether any student loans are outstanding and notifies the appropriate funding agency.
- Notifies Information Technology to suspend the email account
- If required, ensures that mail is forwarded to next of kin.
- Assists as required, in packing/shipping belongings to the next of kin.
- Recovers keys and other College property.
- Prepares and sends a follow-up letter to be sent along with the tuition refund cheque if applicable, appropriate tax documentation and any information relating to Student Association benefits/insurance.

#### **MANAGER, RESPONSIBLE FOR STUDENT HEALTH & WELLNESS**

- Coordinates support services such as trauma counselling for individuals affected by the situation.
- Arranges offices for counselling services, posts information about the location of counselling and provides Kleenex, water and blankets.
- Ensures areas for support services, and any food and beverages are coordinated with Caretaking and Food Services.
- Notifies the Housing Staff.
- Notifies the student's friends/classmates and provides support services.

#### **BUSINESS SERVICES**

- Reviews refunds to ensure Students' Association insurance premiums are not refunded.
- Prepares a formal reconciliation of refund to be approved by the Registrar.
- Prepares refund cheque and delivers to the Registrar.

<b>Definitions:</b>
<b>Related Information:</b>
<b>Review Period:</b>
<b>Revision History:</b>

<b>OFFICE OF THE PRESIDENT</b> <ul style="list-style-type: none"><li>• Prepares sympathy letter</li></ul>
3 years
Revised: January 2005 Revised: October 2014 Revised: June 2019 Revised: January 2022