

Procedure Title	Death of a Student, Response and Support
Procedure Holder	Vice President Academic
Procedure Approver(s)	Senior Team
Related Policies	Ch4-s4-25 Half-Masting of Flags Practice Ch5-s2-01 Student Record Policy
Related Procedures	Ch5-s2-01b Student Record Procedure
Appendices	Appendix 1: Student Death – Considerations and Responsibilities
Storage Location	Website - https://www.confederationcollege.ca/policies-and-procedures
Effective Date	2024-01-08
Next Review Date	2027-01-08

Purpose

The Student Death Response Procedure is to guide Confederation College in responding to the death of a 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. This policy does not extend to Alumni of Confederation College.

Definitions

College Community	Includes all students, staff of the College, clients served by students, and visitors to the College.
Student	For the purpose of this policy and procedure, a student is defined as an individual currently engaged in their studies.
Need-to-Know	The 'Need to Know' principle is utilized to restrict access to sensitive information, limiting disclosure solely to individuals who require this information to perform their responsibilities. The Registrar determines who requires this knowledge, based on this policy, procedure, and the specific situation at hand.

Governing Laws and Regulations

Any death which occurs on college premises demands additional responses including contacting police and legal authorities.

Public Safety & Risk Management - College’s Emergency Plan

Procedure Statements

	Action	Responsibility
1	When a member of the Confederation College community becomes aware that a student has died, the Registrar (or designate) is to be notified immediately and will take the lead.	College staff member/student
2	The initial task involves notifying the Senior Team, Dean/Regional Director/Manager, Director of Student Success, Director of Public Safety and Risk Management, and the Dean of International Education (if the student is international).	Registrar
3	The Registrar will liaise with the appropriate Senior Team representative to confirm the main contact. Roles will then be assigned according to the procedures detailed in the Roles and Responsibilities section of the Appendices.	Registrar
4	Before sharing information about a student's death, it's necessary to get verification and permission from the next of kin, unless the information has already been made public through media or an obituary. Until consent is obtained, only employees who need to know will be informed, and this will be at the Registrar's discretion.	Registrar

Non-Compliance

It is the joint responsibility of the Vice-President Academic and Chief Operating Officer to ensure that the guidelines contained in this policy and procedure are followed and adhered to. Non-compliance carries a risk of reputational harm or could result in a negative response from the community.

Revision History

Version	Change	Author	Date of Change
	New format	Richard Gemmill	2023-04-18
	Updated content	Don Duclos	2023-11-24

APPENDIX 1 Student Death - Considerations and Responsibilities

OTHER ITEMS FOR CONSIDERATION

Considerations and Responsibilities will be coordinated by the Registrar and the main contact.

Calls/inquiries/visits by members of the media are referred to the Marketing and Communications Department.

Calls/inquiries/visits by police are referred to the Public Safety and Risk Management Department.

Vice President, Academic	
	Determine the most appropriate person to contact the family and serve as the main contact.
Registrar	
	Notify the Senior Team; Dean/Regional Director/Manager; Director, Student Success; Director, Public Safety and Risk Management; and Dean, International Education (if student is international). Identify the main contact via the Vice President Academic.
	Liaise with the main contact to ensure a plan is created and to gather essential details such as the name, home and local addresses of the deceased, their program or term of registration, and any known funeral arrangements.
	Notify Public Safety and Risk Management to lower the flags.
	Notify Marketing and Communications to prepare notice.
	Notify SUCCI to confirm student's status with Health Plan (death benefits).
	Change the student's status in the student information system as deceased.
	Arrange for refund of fees (in accordance with policy) regarding tuition, locker, parking, and bookstore (if applicable).
	Contact OSAP head office in Thunder Bay if applicable (Financial Aid).
	Send letter to family regarding the need for a death certificate if applicable (Financial Aid).
Main Contact (e.g. Dean or Regional Director/Manager)	
	Extend the College's official condolences to the family.
	Confirm with the Family the wishes for communication and flags.
	Notify the faculty and staff.
	Notify students (with a counsellor present if possible).
	Follow-up with family when appropriate to discuss a refund, OSAP requirements, or death benefits coverage through the Student Health Plan (as directed by the Registrar).
	Follow-up with faculty to support fellow students.
	Arrange with Family for pick-up of personal belongings, if applicable (confirmed by the Director of Public Safety and Risk Management).

Director, Student Success	
	Liaise with the Director, Human Resources and Organizational Development.
	Notify counselling department staff and arrange to have a counsellor attend any on-campus student information meetings or memorial services.
	Offer counselling/crisis support to students and staff.
	Follow up on the most affected/at risk students. Ensure that they still have the contact details of counsellors and supports.
Director, Public Safety and Risk Management	
	After official notification, by Registrar via main contact, arrange for the College flags to be flown at half-mast until the funeral, memorial service, or other specified date or as directed by the family.
	Arrange for the assembly of locker contents/other student belongings for pick up/delivery to family via the main contact.
	If deceased student lived in Residence, liaise with General Manager, Campus Living Centre and Security regarding arrangements for deceased student's belongings.
	Manage any calls/inquiries/visits by police and report to Senior Team and Registrar.
Vice President, Organizational Effectiveness	
	Liaise with the Director, Student Success re: supports to staff and faculty
	Advise the Employee and Family Assistance Program and coordinate employee support.
	Confirm whether the student was employed through the College, SUCCI, or with any on-site employers.
	Follow up on the most affected/at risk staff. Ensure that they still have the contact details of counsellors and supports.
Executive Director, SUCCI	
	Advise the Registrar if the deceased student may have accident coverage through the Student Health Plan.
Manager, Marketing and Communications Department	
	Provide information to the College community
	Manage any calls/inquiries/visits by members of the media and report to Senior Team Registrar.
	Handle any requests by family/friends/staff to honour the deceased by way of a memorial bursary. Coordinate activities with Advancement.
	Perform a comprehensive search on Confederation College's online platforms, including websites and social media pages (e.g., Facebook), to verify that there are no inappropriate references to the deceased student.
General Manager, Campus Living Centre (If Student Lived in Residence)	
	Liaise closely with Director, Public Safety and Risk Management regarding arrangements for deceased student's belongings.
	Follow the protocol as outlined in Campus Living Centre's Statement of Policy & Procedure.
Vice President, Indigenous Leadership, Partnerships, Strategies (if it is an Indigenous Student)	
	Be the main contact for the deceased's family members and all matters related to the death of an indigenous student.
	Liaise closely with the Registrar according to the steps noted above.
Dean, International Education (if it is an International Student)	
	Be the main contact for the deceased's family members and all matters related to the death of a non-national.
	Follow the International protocol for additional considerations and responsibilities
	Liaise closely with the Registrar according to the steps noted above.