



STU 201 Appendix A Student Death Protocol

In the event of a student death, the following list should be used as a guide to ensure that all components have been implemented in support of *STU 201 Responding to the Death of a Student Procedure*:

Date of Notification:	
Date of Death:	
Student Name:	
Student Number:	

Program:	
Semester:	
Dean:	
Program Coordinator:	

Family Liaison:	
Contact Information:	
Relationship to Student:	
Emergency Contact on Application:	

STEP 1 Establish Event Log and Confirm Details of Event <input type="checkbox"/> COMPLETED	Notes	Date
<input type="checkbox"/> Did the death happen on or off campus? <input type="checkbox"/> Clarify facts around the death or event <input type="checkbox"/> Convene CARE Team (if applicable)		
STEP 2 Contact the Family <input type="checkbox"/> COMPLETED	Notes	Date
<input type="checkbox"/> Director of Student Experience and Engagement reaches out to family <input type="checkbox"/> Detailed documentation of details <input type="checkbox"/> Request a copy of obituary to include in communication and provide to Registrar's Office (if appropriate)		
STEP 3 Intersecting Departments Notification <input type="checkbox"/> COMPLETED	Notes	Date
President's Office <input type="checkbox"/> President <input type="checkbox"/> Executive Assistant, President		
Senior Vice President, Academic <input type="checkbox"/> SVPA		

<input type="checkbox"/> EA, SVPA		
Indigenous Student*: <input type="checkbox"/> Notify Tsi Titewayá'taro:roks Indigenous Centre (if applicable) * If the student is Indigenous, notify the Indigenous Centre immediately to support any cultural or ceremonial needs.		
Dean <input type="checkbox"/> Dean notifies AD, program coordinator, faculty		
Marketing and Communications: <input type="checkbox"/> All internal and external communications are sent via SVPS Office, once approved by family <input type="checkbox"/> If Belleville Police Services is involved, check with police to confirm what information has been released to the media <input type="checkbox"/> Establish a contact list to help Switchboard/Security to answer questions or direct calls <input type="checkbox"/> Determine key spokesperson and develop background for media calls		
Registrar's Office: <input type="checkbox"/> Deactivation in Banner - code as deceased (DD) <input type="checkbox"/> Notify Financial Aid - confirm if OSAP recipient <input type="checkbox"/> Notify IT to disable email account, voicemail, and remove from address book <input type="checkbox"/> Notify Accounts Receivable <input type="checkbox"/> Unsubscribe student from Constant Contact <input type="checkbox"/> Determine – credit completion/posthumous diploma (if applicable) <input type="checkbox"/> Generate final transcript and other requested documents – provide to family liaison		
Health and Equitable Learning: <input type="checkbox"/> Notify counsellors for student and employee support <input type="checkbox"/> Notify WeSpeak of student death and provide details if family is eligible to submit an Accident Benefit Claim		
Other College Areas: <input type="checkbox"/> Determine if other areas within college may be connected to the student (eg – on campus employment, health, counselling, and accessibility)		
International Student: <input type="checkbox"/> Contact the family in home country or the family contact in Canada (translator may be required) <input type="checkbox"/> Notify GuardMe of student death and to arrange repatriation services <input type="checkbox"/> Determine if family will be travelling to Canada via GuardMe coverage		
Residence: <input type="checkbox"/> Notify Director to confirm if student was living in Residence <input type="checkbox"/> Director to notify RAs and roommates - provide access to counselling		
Athletics: <input type="checkbox"/> Confirm if the student was involved with Athletics		

<input type="checkbox"/> Director to notify coaches and teammates - provide access to counselling <input type="checkbox"/> Remove student name from database		
Facilities: <input type="checkbox"/> Confirm if the student had a locker <input type="checkbox"/> Remove items from locker to return to family <input type="checkbox"/> Confirm if there is a refund of funds for parking <input type="checkbox"/> Request lowering of flags on campus as per policy <i>PHY 205 Flying Flags on Campus</i> , and with family consent.		
Alumni: <input type="checkbox"/> Notify Alumni Office to remove student's name from all mailing lists		
STEP 4 Communication and Internal College Supports and Services: <input type="checkbox"/> COMPLETED	Notes	Date
College Communication: <input type="checkbox"/> After receiving official confirmation of death and family permission, notify college community <input type="checkbox"/> Notification drafted by SVPS and MarCom to be sent out via email to college community through SVPA general email <input type="checkbox"/> include obituary if possible <input type="checkbox"/> include available counselling supports		
Reserve Quiet Lounge: <input type="checkbox"/> Arrange with counselling support for classmates/students/faculty/staff to gather for debrief and information sharing <input type="checkbox"/> Ensure space includes tissues, water, sympathy cards, grieving items, etc. <input type="checkbox"/> Provide information related to stress, grief, and additional supports <input type="checkbox"/> Internal Memorial Service (determined on individual basis)		
Flowers: <input type="checkbox"/> If funeral service within Canada, flowers or donation in lieu can be sent to a max of \$75.00		
STEP 5 Final Steps/Completion <input type="checkbox"/> COMPLETED	Notes	Date
<input type="checkbox"/> Request Copy of Death Certificate – required for our files, Financial Aid, and GuardMe (if applicable)		
<input type="checkbox"/> Confirm mailing address with Registrar's Office to send any credentials for student to family		
<input type="checkbox"/> Communicate to family if any funds to be refunded: Tuition/ancillary fees: _____ Parking: _____		

Residence: _____ Other (Athletics, program fees, books etc.): _____ <input type="checkbox"/> Confirm details of refund with Accounts Receivable <input type="checkbox"/> Notify family of refund and process (if applicable) <input type="checkbox"/> If student paid by Flywire: confirm that the family has access to the account where funds will be deposited <input type="checkbox"/> If not, funds will be held at the college until the family contacts Flywire to change account information		
<input type="checkbox"/> Confirm address to ship students' belongings to (if required)		
Bursary/Award: <input type="checkbox"/> If family wishes to establish a bursary/award in memory of the student, connect family to Awards Office		
<input type="checkbox"/> Completed form to be filed within SVP, Students office		