

 CAPILANO UNIVERSITY		PROCEDURE	
Procedure No.		Officer Responsible	
OP.501.1		Vice-President, Strategic Planning, Assessment and Institutional Effectiveness	
Procedure Name			
Responding to the Death of a Student			
Policy This Procedure is Under			Date of Next Policy Review
OP.501 Death of a University Student or Employee			January, 2022
Date Issued	Date Revised	Related Policies, Reference	
January 27, 2021		OP.501 Death of an Employee or Student S2011-02 Posthumous Credential <i>BC Coroner's Act</i> <i>BC Freedom of Information and Protection of Privacy Act</i>	

The death of a student is always a time of sadness and it is important for the well-being of our community members and the friends and families of the deceased to respond with professionalism and empathy. This procedure has been developed for the immediate aftermath of a death, providing direction at a time that can be chaotic. While the unique circumstances of a student death will influence the response, this procedure is intended to ensure a consistent, respectful, and compassionate approach.

1 PURPOSE

- 1.1 The purpose of this procedure is to establish responsibilities and activities for the administrative response to the death of a current Capilano University (the University) student.
- 1.2 This procedure ensures that upon the death of a student, all communications with the student's family/next of kin, as well as the University's community and general public, are handled appropriately; the student's contributions to the University and community at large are acknowledged; and all dealings with the student's records, fees, and accommodations (in the case of a student who lived in residence) are handled in a timely and professional manner.

2 DEFINITIONS

The definitions in policy OP.501 Death of a Student or Employee apply to this procedure.

3 IMMEDIATE RESPONSE

- 3.1 Response to the death of a student off campus will normally be handled initially by the local police agency and/or hospital involved. In accordance with the B.C. *Coroner's Act*, these agencies will notify the next of kin. The University will not release information in advance of the RCMP's notification, asks that witnesses be respectful of the process, and refrain from posting information on their social media accounts ahead of an official announcement by the University.
- 3.2 Response to the death of a student at the kálax-ay Sunshine Coast and the CapU Lonsdale campuses will be managed by the administrator responsible for the location.
- 3.3 The following immediate steps will be taken if the death has occurred on the North Vancouver campus:
 - 3.3.1 Immediately notify:
 - a) Campus Security (604-983-1763; ext 1763).
 - 3.3.2 Campus Security will:
 - a) Notify the RCMP;
 - b) Temporarily close the building/area to public access;
 - c) Notify the Associate Vice-President, Student Success (AVPSS); and
 - d) Notify the Director, Facilities.
- 3.4 In situations of the death of a student either on campus or off-campus, the follow apply:
 - 3.4.1 AVPSS (or designate) will notify:
 - a) Dean of the student's Faculty or program;
 - b) Director, Center for International Excellence (if an international student);
 - c) Manager, Student Affairs and Services;
 - d) Coordinator, Counselling Services;
 - e) Manager, Occupational Health & Safety and Emergency Preparedness;
 - f) Associate Vice President, Human Resources;
 - g) Executive Team;
 - h) Director of Communications; and
 - i) Executive Director, Capilano University Students' Union.
 - 3.4.2 AVPSS (or designate) will:
 - a) Seek details regarding the circumstances of the death and attempt to confirm whether other members of the University community were present when the death occurred;
 - b) Appoint a person to act as the "Lead" (Dean/Director or above), as the primary person responsible for organizing the University response; and
 - c) Assign alternative accommodations for the students immediately impacted, as applicable (for students in Campus Housing, or changing classrooms).
 - d) Liaise with the Coordinator, Counselling Services, to determine if counsellors are warranted.

4 RESPONSE WITHIN FIRST 48 HOURS

Once the scene has been contained, or in the event the death should occur off campus, the following will occur in a timely a way as possible:

4.1 AVPSS will:

4.1.1 The AVPSS and the Lead will convene (as appropriate) relevant employees who may have knowledge or information about the circumstances of the student death. The AVPSS and the Lead will provide information around employee supports available to those affected and will gather all pertinent information that may help guide the university response. The AVPSS and Lead will reconvene this group as necessary throughout the process.

4.1.2 While the Response Team will be based on the nature of the death, student- type, and affiliation to the University, the following positions (or designates) will be core members:

- a) Lead, as appointed – either a Dean, Director or above;
- b) Dean, from the student’s faculty or program;
- c) Director, Center for International Excellence (if an international student)
- d) Manager, Student Affairs and Services;
- e) Coordinator, Counselling Services;
- f) Director, Communications;
- g) Registrar; and
- h) Associate Vice-President, Student Success (*ex officio*);

4.2 The Response Team will:

4.2.1 Collect and maintain documentation on the administrative response to the student’s death to retain in the Office of Student Affairs for records management purposes.

4.2.2 Determine if any memorial service arrangement is to be held on campus and any other arrangements that may be appropriate or meaningful to the family/next of kin.

4.3 The Lead will take steps to verify the student’s credentials, including:

- a) Identity;
- b) Student identification number;
- c) Contact information;
- d) Nationality (to determine whether the student is enrolled as an international student);
- e) Current affiliation to the University (e.g. undergraduate, distance learner, international exchange);
- f) Program of study; and
- g) Current affiliation with various student groups, clubs, or committees.

4.4 The Lead will notify:

- 4.4.1 The student's relevant instructors;
 - 4.4.2 Counselling Services to provide priority counselling for affected students and/or employ external counselling specialists; and
 - 4.4.3 Human Resources to arrange for priority counselling for affected employees.
- 4.5 If the death occurred on campus, the Manager, Occupational Health & Safety and Emergency Preparedness will:
- 4.5.1 Assess any risk or danger related to the death; and
 - 4.5.2 Work with Security, Facilities and the RCMP to release any area/building that has been secured.

5 SECONDARY RESPONSE – AFTER OFFICIAL NOTIFICATION HAS BEEN MADE

Once the University has been officially notified of a student's death by either the authorities or the next-of kin, the Lead will authorize and verify that the following activities take place:

- 5.1 The Lead will:
- 5.1.1 Contact the family/next of kin within 24 to 48 hours to express condolences and establish a link as being the official "contact person" for the University and offer whatever assistance is appropriate. The Lead should determine the appropriate manner for communicating with the student's family/next of kin, and determine, in consultation with the family/next of kin, the individual(s) who will be the primary contact(s) on the family/next of kin's behalf;
 - 5.1.2 If appropriate, and subject to the wishes of the family/next of kin, notify the University community of the occurrence of the death;
 - 5.1.3 Work with the Director, Communications to draft formal letters or cards of condolence to be signed by an appropriate member of the senior administration, normally the President and the Dean of the faculty;
 - 5.1.4 Initiate a second contact with the family/next of kin within 24 to 48 hours of the initial contact to determine the memorial service arrangements and their wishes;
 - 5.1.5 Request a copy of the Death Certificate from the family/next of kin if necessary;
 - 5.1.6 Ensure that any regular mailings from the University to the student and/or family are stopped;
 - 5.1.7 Provide ongoing information to the senior administration and other designated administrators regarding the death, the wishes of the family/next of kin;
 - 5.1.8 Ensure the Director, Communications has received approval from the family/next of kin prior to any release of information to the media;
 - 5.1.9 Provide information to the Director, Communications to assist in the preparation of press releases, if required and as appropriate.

- 5.1.10 Arrange a meeting with the Response Team at the conclusion of the response to de-brief on the process.
- 5.2 The President will send a signed letter or card of condolence to the family/next of kin.
- 5.3 The Dean of the faculty will:
 - 5.3.1 Contact instructors of highly impacted students within their faculty, if deemed necessary, to make any appropriate academic arrangements;
 - 5.3.2 Send a signed letter or card of condolence to the family/next of kin on behalf of the faculty/department as appropriate;
 - 5.3.3 Appoint an employee, either staff or faculty, to liaise with the Lead; this person will survey the student's instructors to determine if any course materials need to be returned to the next of kin;
 - 5.3.4 Ensure that any academic integrity and/or disciplinary proceedings are discontinued; and
 - 5.3.5 Advise practicum employer, if applicable.
- 5.4 Counselling Services will:
 - 5.4.1 Close any existing files for the student;
 - 5.4.2 Make arrangements for priority counselling for student colleagues of the student.
- 5.5 Human Resources will:
 - 5.5.1 Ensure affected employees are provided support and resources as needed;
 - 5.5.2 If the student was also a University employee, remove the student's name from any placement files.
- 5.6 The Director, Facilities will:
 - 5.6.1 Ensure that repairs to facilities which may be required as a result of any incident surrounding the death are promptly arranged and ensure that the flag is flown at half-mast in accordance with University policy.
- 5.7 The Registrar will:
 - 5.7.1 Withdraw the student from the University and all courses and update the student's academic records in Banner. The Registrar's Office should consult with the student's current instructors prior to closing accounts to ensure other students' work is not impacted (e.g. group projects);
 - 5.7.2 Arrange for any official correspondence being issued to the student from the Registrar's office to be stopped;

- 5.7.3 Advise the Response Team regarding the status of the student's graduation eligibility, including posthumous degree eligibility (see policy S2011-02 Posthumous Credential). Liaise with the Response Team, Senate and Manager, Special Events and Ceremonies as required;
- 5.7.4 Make decisions about refunding fees, outstanding balances, and notify the appropriate offices;
- 5.7.5 Consult with Financial Aid to determine:
 - a) If the student was receiving financial aid, obtain a certified copy of the Death Certificate from the Lead;
 - b) Make appropriate notations in any pertinent financial aid and awards files; and
 - c) Notify both the Ministry and the appropriate bank(s).
- 5.8 The Library will review the student's library record and delete any outstanding fines or fees.
- 5.9 IT Services will close the student's computer account and remove access to secured rooms.
- 5.10 Development and Alumni Relations Office will update its mailing list.
- 5.11 Athletics and Recreation will:
 - 5.11.1 Remove the student from any existing contact lists and files;
 - 5.11.2 Arrange other necessary support services for affected teams and students, with support from the Response Team; and
 - 5.11.3 Empty the student's gym locker and arrange to have items returned to the family/next of kin.
- 5.12 Accessibility Services Office will close any existing files.
- 5.13 Parking/Security will close any existing files and cancel any outstanding traffic fines.

6 IF THE STUDENT LIVED IN STUDENT RESIDENCE

In the event of the death of a student who was living in residence, the Manager, Student Housing Services is responsible for the following:

- 6.1 Ensuring that first responders and departmental staff are on scene to support students and assist emergency services, should the death have occurred in residence;
- 6.2 Notifying and relocating any roommates as necessary;
- 6.3 Working with the Manager, Occupational Health and Safety to activate custodial services or additional contractors to clean and restore the scene of the student death. This should only be done with the express consent of the RCMP;

- 6.4 Liaising with the Response Team and Counselling Services to determine appropriate level of counselling and support response for roommates and residence students. Where appropriate, counsellors may be asked to offer services on location in the residence community;
- 6.5 Communicating with, and providing support to residence students (i.e. roommates, close friends, etc.) and student staff members who may be directly affected by the death;
- 6.6 Ensuring that any standard communication to the student is halted, and facilitating the residence withdrawal process, including the reversal of fees as appropriate;
- 6.7 Arranging, in consultation with the Lead and the student's family/next of kin, the retrieval and/or storage of the student's belongings as necessary;
- 6.8 Maintaining detailed documentation of departmental response and preparing reports for internal and external (as appropriate) review; and
- 6.9 Providing ongoing support and monitoring of students and staff in the community in order to assess the need for additional or ongoing responses.

7 IF THE STUDENT WAS AN INTERNATIONAL, EXCHANGE, OR STUDYING ABROAD STUDENT

- 7.1 At all times, the University will seek to accommodate the cultural and religious customs of the student's family/next of kin. Where possible, the University will arrange for the student's family/next of kin to come to the University to make plans. If the family/next of kin is out of country, communications will be considerate of international time zones.
- 7.2 The Director, CIE, in consultation with the AVPSS, will designate an appropriate individual to act as the Lead. The Response Team will provide support and resources for the Lead.
- 7.3 In addition to the responsibilities outlined above, the **Lead** will:
 - 7.3.1 Verify the student's identity and home country;
 - 7.3.2 Review student's file for relevant information;
 - 7.3.3 Confirm the location of the death;
 - 7.3.4 Obtain emergency contact information submitted by the student from the home or host institution, and/or the student's health insurance company;
 - 7.3.5 Ensure that the designated contact at the host or home institution is notified;
 - 7.3.6 Ensure the Department of Foreign Affairs and International Trade (DFAIT) or Canada immigration is notified;
 - 7.3.7 If the student from abroad is studying at the University:

- a) Notify the appropriate embassy/consulate from the student's home country. Foreign embassies can provide direct support;
 - b) Maintain communications with the consulate or embassy; and
 - c) Notify and maintain communications with the student's sponsor, agent, and/or home institution.
- 7.3.8 If the individual is a Capilano University student whose death occurred while abroad:
- a) Notify the nearest Canadian embassy/consulate in the host country; and
 - b) Maintain contact with the host institution who will be supporting the process.
- 7.3.9 Remove the student from any mailing lists;
- 7.3.10 Contact the student's accommodation provider or housemate(s);
- 7.3.11 When contacting the family/next of kin, offer condolences and determine the degree of assistance they wish to receive from the University such as:
- a) Whether they will come to Canada (or if overseas, go abroad) and how the University can assist (e.g. airport reception, arrange accommodations, etc.);
 - b) Arranging interpreters;
 - c) Assisting in obtaining a death certificate or related documents;
 - d) Arranging access to legal advice;
 - e) Arranging for access to the student's accommodation;
 - f) Arranging for packing of personal effects;
 - g) Discussing funeral arrangements; and
 - h) Assisting with claims to student health plans, health services provider or health insurance matters.
- 7.3.12 The University will assist the family in making arrangements for:
- a) Burial;
 - b) Cremation in Canada;
 - c) Repatriation of the remains; or
 - d) Funeral or memorial Services (in Canada) if desired.
- 7.3.13 Notify any appropriate local community associations of which the student was a known member.
- 7.4 The CIE will provide ongoing support and monitoring of students and staff in the University international student community in order to assess the need for additional or ongoing responses.
- 7.5 The CIE will keep detailed documentation of the departmental response and prepare reports for internal and external (as appropriate) review.