

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
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PURPOSE

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

SCOPE

This policy applies to activities of Algonquin College Administrative employees in response to the death of a current student.

DEFINITIONS

Word/Term	Definition
College Community	The College Community refers to learners, employees, contractors, volunteers, visitors, partners, vendors, and service providers at the College.
Office of the Director Student Support Services	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.
Regional Campus Dean	Dean of Perth Campus or Dean of Pembroke Campus
Registered Student	A registered student is registered in at least one course at the College in a particular term.

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, adapting the assistance as required by the unique nature of each individual case.
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.
4. **Reporting and Verification of Facts**
 1. Any member of the College Community who learns of the death of a student 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.
 2. The Director, Student Support Services, will liaise with the appropriate College official, either the Regional Campus Dean, the Dean AC Online, or the Director of the International Education Centre to respond to the death of a student as needed.
 3. The Office of the Director, Student Support Services , (with assistance from the Director of the International Education Centre, Dean AC Online or the Regional Campus Dean) 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.
5. **Communication to Administrative and Academic Sectors**
 1. The Office of the Director, Student Support Services or the Regional Campus Dean will distribute the form with all known details.
 2. 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. All communication's will respect the wishes of the deceased students next of kin.
 3. The Dean or designate, in consultation with students and employees, will decide on the appropriate memorial gestures to be offered to the family.
6. **College Response**
 1. 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.
 2. The President's Office will prepare and send a letter of condolence to the family of the deceased, with assistance from the International Education Centre where a family's first language may not be English. 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.
 3. In exceptional cases, if deemed appropriate and feasible, a College representative will visit the family.

4. College representatives may attend memorial services, in consultation with the family and College management.
5. The Director of Student Support Services will consult with the Director, Indigenous Initiatives regarding the appropriate responses to Indigenous student deaths on a case-by-case basis.
6. The International Education Centre will support the completion of the following steps via ongoing communication with family members on:
 1. Family member visit to Canada
 2. Repatriation of body to home country
 3. Repatriation of personnel items to home country, which may include an International Education Centre representative retrieving personnel items from the students place of residence
7. **Closing of Academic Records and Refund Assessments**
 1. The Registrar, in consultation with the Dean, will recommend if academic credits or recognition can be awarded posthumously.
 2. 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). Note, a request to forgive OSAP funds for students from Ontario cannot be made without a death certificate. Other provinces may have different guidelines that the student's families will need to follow.
8. **Closing of Administrative Records and Return of Property**
 1. The Director, Student Support Services (for domestic students) or Director, International Education Center (for international students) or designate will interact with a family member for the return of property and the closing of administrative files.
 2. The deceased student's family will be required to provide a copy of the death certificate in order to officially close College files and any outstanding student loan accounts. 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.
9. **Deaths Reported Some Time After their Occurrence**

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.
10. **Death Occurring on Campus**

If a student dies on campus, initial response will be coordinated by Security Services, in accordance with HS 08 Fatal and Critical Injuries.
11. **Course Registrants and Former Student**

1. Reported cases which involve course registrants or recent graduates will be considered on an individual basis.

PROCEDURE

	ACTION	RESPONSIBILITY
1.	Report to the Office of the Director, Student Support Services (including the Director, International Education Centre in all correspondence) or the Regional Campus Dean, the death of a student and all known information concerning the student and the circumstances of the death.	Member of College Community
2.	Verify the details and complete the form Notice Concerning the Death of a Student (Appendix 1) including details on the funeral arrangements, if available.	Office of the Director Student Support Services, Director International Education Centre, Dean AC Online or Regional Campus Dean
3.	Distribute the Notice Concerning the Death of a Current Student (Appendix 1) to the parties listed on the form.	Office of the Director, Student Support Services, Dean AC Online or Regional Campus Dean
4.	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 the student.	Office of the Director, Student Support Services, Dean AC Online or Regional Campus Dean and Human Resources
5.	Prepare and send a letter of condolence to the family of the deceased, with support from the International Education Centre as appropriate.	President's Office and International Education Centre
6.	Requests that Facilities Management lower flags on all campuses for a period of two days.	Office of the Director Student Support Services, or Regional Campus Dean

7.	Lower the College flags on all campuses from the date of notification for a period of two (2) days.	Executive Director Facilities Management
8.	Notify the College Community through a communique on MyAC.	Office of the Director Student Support Services, or Regional Campus Dean
9.	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, Director, Student Support Services, Dean AC Online or Director, International Education Centre
10.	Closing the Student's Files (Upon receipt of Death Certificate or equivalent). Additional steps may be required with International students.	All with applicable roles
11.	Decide, in consultation with the Dean, if academic credits or recognition can be awarded posthumously.	Registrar, Dean
12.	Assess the student's financial account and action closure accordingly.	Registrar
13.	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
14.	Close the student's accounts, as appropriate (Checklist is available from the Director, Student Support Services upon request).	All with applicable roles
15.	Offer to retrieve any College property, which may have been in the student's possession; waiving any fines.	Official Designate
16.	Offer to return locker contents, art portfolios and other such items to next of kin or designate.	Official Designate

SUPPORTING DOCUMENTATION

- Appendix 1 Notice Concerning the Death of a Current Student
- Appendix 2 International Education Centre Guidelines

RELATED POLICIES

- AA14 Grading System
- AA21 Deferred Evaluation
- HS08 Fatal or 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:	

1. *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 Manager of Government and Stakeholder Relations
Director, Risk Management
Manager, Security and Emergency Services
General Manager, Residence Services (if applicable)
Director, International Education Centre (if applicable)
Manager, Financial Aid and Student Awards, Registrar's Office
Manager, Parking, Lockers, Coin-Ops, and Card Services Registrar
Manager, Administrative Services, Students' Association
Manager, IT Infrastructure Services, Information Technology

Services Student Support Services Manager's Committee
Manager, Organizational Wellness, Compensation, and Benefits, Human Resources
Associate Director, Algonquin College Foundation
Manager, Major Gifts-Alumni Relations, Algonquin College Foundation
Manager, Cooperative Education
Any department using automated emails from the Student Information System

From the Office of the Director, Student Support Services, Ext. 2925

SA04: Appendix 2

INTERNATIONAL EDUCATION CENTRE GUIDELINES

1. Inform Director of International Education Centre (IEC). The ICE team assume responsibility for next steps.
 - Ernest Mulvey, Director, 613-218-6304 (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 Counselling team or the Tragic Events Response Team (TERT) will be mobilized. <https://www.algonquincollege.com/counselling/employees/tragic-event-response-team/>
 - Counselling Services assists with classroom notifications and ongoing support to impacted students as needed.
 - 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
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
 - o Not all families travel to Canada and may ask for additional support in other legal formalities:
 - v. 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 <http://www.algonquincollege.com/policies/policy/college-response-to-the-death-of-a-student/>
 - 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
 - xiv. Any department using automated emails from the student information system