DEATH OF A STUDENT

POLICY

It is the policy of Bow Valley College to respond immediately in a sensitive, caring and professional manner when a student dies.
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GUIDELINES

The Registrar, or designate, will bear the chief responsibility for coordinating the College’s response to the death of a student. The responsibilities are to notify the appropriate people and offices on campus, to arrange for an expression of sympathy to the family on behalf of the College, and when appropriate to co-ordinate a College presence at a funeral or memorial service, and to help ensure support services for the bereaved. In the event a member of the College community learns of a student’s death, he/she should contact the Registrar.

The circumstances of the death will dictate how this protocol is carried out. The response will differ depending on the length and nature of relationship of the learner to the College and whether the death occurred on or off-campus.

If a death occurs during an off-campus, College-sponsored activity, the College designate in charge of the activity should immediately contact the emergency services and the law-enforcement agency in the locale of the event. As soon as the appropriate agency has taken control, the representative will immediately contact the Registrar.

The campus response to the death involves two stages, (1) Notification, and (2) Post-Notification.
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PROCEDURES

Notification (See attached Communications Chart and Deceased Student Notice)

The Registrar may wish to call together a Crisis Communications Team of those most closely involved with the incident to ensure co-ordination.

Please note: In the event of a crisis, the College Crisis Communications Plan should be consulted.

The College Crisis Communications Team consists of the following people:
• President
• Vice President, Learning
• Vice President, College Services
• Registrar
• Manager, Marketing & Communications
• Dean of the Learner’s program
• Manager, Ancillary Services
• Facility Manager/O&Y Liaison

The Crisis Response Team may also include (as appropriate):
• Health Nurse
• Counselling Services
• Security/Facilities Staff
• Other personnel as identified

Actions

✓ To review the situation and assess the anticipated degree of trauma on students, staff and the institution.

✓ To develop strategies to deal with this trauma.

✓ To notify the appropriate Dean regarding the death, and identification of friends and instructors of the deceased.

✓ To coordinate initial debriefing of on-scene College personnel.

✓ To implement formal debriefing services if required.

✓ To liaise with appropriate community agencies.

✓ To announce funeral and memorial services if appropriate.

✓ To ensure condolences, flowers or donations are sent on behalf of the College as deemed appropriate.
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✓ To review the response of the College and make appropriate changes to the process.
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Roles And Responsibilities

1. Security/Facilities Staff
   a. To notify the Registrar or Vice President, College Services or President.
   b. To assist city police and paramedics as required.
   c. To notify appropriate Bow Valley College personnel as outlined in this procedure.
   d. To restrict access to the site as required.
   e. To act as a member of the Crisis Communications Team.

2. President
   a. To notify the Vice Presidents.
   b. To notify the Board Chairperson.

3. Registrar's Office
   a. To deal with the student’s file, marking it DECEASED.
   b. To notify the sponsoring agency if applicable.
   c. To notify accounts to refund, subject to any applicable Student Finance Board policies, deposits for courses not completed, payable to the estate of the deceased.
   d. To update computer system to ensure family does not receive any further correspondence from the College.

4. Manager, Marketing and Communications
   a. When possible, to prepare the news release and information for the deceased family as directed by the President.

5. Senior Counsellor or Counselling Designate
   a. To review the counselling file of the deceased.
   b. To participate on the Crisis Communications Team.
   c. Coordinate debriefing activities with staff & learners as required.
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Post-Notification

i. Support of the Family

   a. Official condolences will be sent to the deceased student’s next-of-kin by the President.
   b. Campus visit, the family may require assistance to remove belongings from campus student work spaces or lockers.
   c. Contact the next-of-kin in case help is required in finalizing the student’s affairs at the College.
   d. Arrange to attend, or have a delegate from the student’s faculty, attend the funeral or service when appropriate.
   e. Counselling may be provided by College’s Counselling Services, depending on circumstances.

ii. Support for the College Community

   a. The needs of the College Community must be met, especially those of friends and instructors of the deceased student.

   b. The College’s Counselling Services and instructors will co-operate to offer support and arrange for the follow-up assistance.