



PROCEDURES

Effective Date	2022-03-15
Next Review Date	2027-03-15

DEATH OF A STUDENT PROCEDURES

Responsible Department	Student Affairs
Responsible Executive	Vice-President, Students
Related policy	Death of a Student (239)

PROCEDURES

Notification of Death

When any university community member becomes aware of the death of a current student they shall immediately notify the Office of the Vice-President Students. The police, hospital or coroner will notify the deceased student's family or next-of-kin.

The Vice-President Students is responsible for coordinating the university's administrative response to the death of a student. The Executive Director, Student Affairs will normally be tasked with leading the process response as detailed in this document.

Formation of a Response Team

Upon being notified of a student death, the Vice-President Students (or designate) will 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.

The office of the Vice-President, Students (or designate), will take steps to verify the student's:

- Identity;
- Student identification number;
- Contact information;
- Nationality (to determine the student's visa status if they are an international student);
- Current affiliation to the university (e.g., graduate, undergraduate, continuing studies, distance learning, international exchange, co-op, residence status, etc.); and
- Current affiliation with various student groups, clubs or communities.

The Vice-President, Students (or designate) will form a Response Team that will organize, lead and provide advice and support on the university's administrative response to the student's death. The composition of the Response Team will be established based on the nature of the death, student-type and the student's affiliation to the university. The Response Team may include the following individuals (or their designates). Additional members may be added as required, at the discretion of the Vice-President, Students:

- Vice-President, Students;
- The Dean, Chair or Director from the student's faculty or program;

- University Registrar;
- Executive Director, Student Affairs;
- Director, Counselling and Student Wellness;
- Director, Communications
- Manager, Campus Living (in the case of a resident student);
- Director of Athletics and Campus Recreation (in the case of a student-athlete); and/or
- Associate Vice President of UFV International (or designate) (in the case of a death of an international student, or a UFV student studying outside of Canada).

The Response Team will:

- designate an individual to liaise with the police, hospital, British Columbia Coroners Service, and other external parties as required;
- as necessary, communicate with the university community in a timely manner to address any issues regarding safety or threat of harm to university community members;
- identify an individual who will be the university's primary contact for the family or next-of-kin going forward on any outstanding communications or issues;
- determine the appropriate manner for communicating with the student's immediate family or next-of-kin;
- determine, in consultation with the family or next-of-kin, the individual(s) who will be the primary contact(s) on the family or next-of-kin's behalf;
- identify an individual that will respond to media requests (as necessary) while ensuring that this individual liaises with University Relations and the family or next-of-kin prior to the release of any personal information to the media, provided it does not delay communicating important information to the broader community;
- ensure that any broad communication containing any personal information has been vetted by the family or next-of-kin prior to release provided it does not delay communicating important information to the UFV community;
- provide guidance to Units to perform administrative tasks that are appropriate to the circumstances of the death;
- ensure that other Units are notified with current and accurate information and that the information being used or disclosed is in accordance with the university's Protection or Privacy policy, Privacy legislation, and established procedures;
- provide advice and support to Units with regard to the performance of their responsibilities as set out below in "Unit Activities";
- determine if the student was an international visa student or if the student was studying outside of Canada at the time of death;
- collect documentation on the administrative response to the student's death to retain in the Office of the Vice-President Students for records management purposes;
- 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 or next-of-kin;
- facilitate arrangements for the provision of appropriate access to grief and crisis counselling services and supports for students, faculty and staff;
- notify the heads of the Unit's set out in "Unit Activities" below, as appropriate on a need to know basis, in order to verify that necessary follow-up actions are being

completed;

- arrange for any billing processes or correspondence to be stopped with the deceased student;
- in the case of a graduate student, determine a process for the notification of any external funding agency;
- liaise with the Office of the CFO-VP Admin regarding any arrangements for the University of the Fraser Valley Flag to be flown at half-mast;
- where applicable, liaise with the appropriate faculty to provide a recommendation to the Senate regarding the awarding of a posthumous degree in accordance with Senate's guidelines; and
- conduct an evaluation of the administrative response to the student death and make recommendations as necessary to the pertinent areas related to the modification of policies, procedures or response processes.

Records

Records related to the administrative response to the student's death shall be marked as confidential and managed in accordance with applicable legislation and the university's Protection of Privacy and Records Management policies and their associated procedures.

Unit Activities

Upon being notified by the Response Team, Units shall refer to the following chart in order to determine their administrative responsibilities following the confirmed death of a student. The following chart is intended to provide general guidance and is not intended to be an exhaustive list of administrative activities that may be required in the event of a student's death. The Response Team, in consultation with Units, may modify this list in response to the circumstances related to a student's death.

Unit	Unit Activities after Confirmed Student Death
Academic Advising Centre	Remove student from contact lists and close student's files. Arrange for any correspondence to be stopped with the deceased student.
Alumni and University Relations	Liaise with the deceased student's family or next-of-kin to establish memorial scholarships or bursaries as appropriate. Remove the deceased student from any mailing or contact lists as necessary.
Athletics and Campus Recreation	Remove student from contact lists and close student's files. Arrange for any correspondence to be stopped

	<p>with the deceased student.</p> <p>In the case of the death of a student athlete, arrange other necessary support services for affected teams and students as directed by the Response Team.</p> <p>Ensure the student-athlete’s biographical information and headshot is removed from the team page on gocascades.ca</p> <p>Draft an announcement of the news, with permission, for the gocascades.ca website- liaise with the Director, Communications.</p> <p>Determine a timely and respectful memorial to the athlete including.</p>
Ancillary Services	<p>Cancel any parking tickets or fines; refund parking fees as appropriate.</p> <p>Bookstore: Close out any sponsorship arrangements</p>
Campus Card Office	<p>Cancel student identification card</p> <p>Provide a refund, as applicable, made payable to the deceased student’s estate</p>
Campus Living and Housing Operations	<p>If the deceased student lived in Campus Living, ensure that the student’s roommates are aware of the death and inform them of the appropriate support services available.</p> <p>Liaise with Campus Security and the Office of the Executive Director, Student Affairs to determine who will collect the student’s personal belongings and arrange for disposition.</p> <p>Relocate any roommates as necessary.</p> <p>Cancel any outstanding account charges and provide a refund, as applicable, made payable to the deceased student’s estate.</p> <p>Close the student’s records.</p>

	Retrieve physical keys or cancel keys as needed.
Campus Security/Risk and Emergency Management	<p>Liaise with the police, British Columbia Coroners Service, and other external officials as required.</p> <p>Display flags in accordance with the direction from the CFO/VP Admin.</p> <p>Secure the personal property of the deceased student for disposition to the estate.</p> <p>Return any university property that was in the student's possession to the appropriate Unit.</p> <p>Deactivate door access from the student's card as applicable.</p>
Centre for Accessibility Services	If the student was registered with the CAS, close any ongoing matters related to the student's accommodation and assist with cancelling supports or services related to an accommodation plan that were provided to the student.
Centre for Experiential and Career Education	<p>Close any employment records.</p> <p>Liaise with the Response Team regarding notification of the student's employer if the deceased student was employed through the CECE department in a work-term, work experience, internship or other position on campus.</p> <p>Remove student from mailing or contact lists.</p>
Chief Financial Officer/ VP Administration	Determine implementation of Flag Protocol (https://www.ufv.ca/cfo/flag-protocol/) and provide direction to Campus Security/Risk and Emergency management if deemed appropriate.
Communications	Coordinate any news release, statements or release of information regarding the individual and circumstances surrounding the death in collaboration with the Response Team as appropriate.

<p>Counselling and Wellness Services</p>	<p>Liaise with the Response Team in order to:</p> <ul style="list-style-type: none"> (a) determine the need for counselling and other supports. (b) contact students who may be affected by the student's death and offer appropriate support services. (c) Liaise with the hospital, British Columbia Coroners Service and any external agencies as directed by the Response Team. (d) Liaise with the Response Team and Counselling Services regarding any appropriate professional supports for the students who may be affected by the student's death. <p>Ensure compliance and retention of records in compliance with the British Columbia <i>Limitation Act</i> and UFV records retention policy.</p> <p>Close any records on file related to the student.</p>
<p>Environmental Health and Safety</p>	<p>Assess any risk or danger related to the death as necessary if the death occurred on campus or university property.</p>
<p>Faculty Dean, Chair or Director</p>	<p>In the case of an undergraduate student:</p> <ul style="list-style-type: none"> (a) Notify the deceased student's instructors and other faculty and staff as appropriate. (b) Contact instructors of highly impacted students within their faculty, if deemed necessary, to make any appropriate academic arrangements. (c) Write a letter of condolence to the family or next-of-kin on behalf of the faculty/department as appropriate. (d) Ensure that any academic integrity and/or disciplinary proceedings are discontinued.

	<p>(e) Review any proposal to award a posthumous degree and make a recommendation to Senate as appropriate.</p> <p>In the case of the death of a <u>graduate student</u>, liaise with the Dean of Graduate Studies to ensure that necessary follow-up arrangements are completed.</p>
Faculty of Graduate Studies	<p>In the case of the death of a <u>graduate student</u>:</p> <ul style="list-style-type: none"> (a) contact the deceased student’s academic supervisor and any instructors of highly impacted students, if deemed necessary, to make any appropriate academic arrangements. (b) determine if the student was receiving financial aid and coordinate the closing of any related financial administrative matters and arrange for termination of any financial aid. (c) determine a process in consultation with the Response Team for the notification of any external funding agency. (d) review any proposal to award a posthumous graduate degree and make a recommendation to Senate as appropriate. <p>ensure that any academic integrity and/or disciplinary proceedings are discontinued.</p>
Financial Aid and Awards	<p>Determine if the deceased student was receiving financial aid and arrange for termination of any financial aid.</p> <p>If the student was receiving financial aid, ensure that the deceased borrowers’ family or next-of-kin is advised to:</p> <ul style="list-style-type: none"> (a) forward an original copy of the death certificate to Student Aid BC or the

	<p>appropriate government loan provider; and</p> <p>(b) contact the service providers holding the student's student loan accounts and forward a copy of the death certificate to service providers.</p> <p>Make arrangements to forward any applicable tuition-fee refund to the appropriate student loan service provider.</p> <p>Arrange for any billing processes or correspondence to be stopped with the deceased student.</p>
Human Resources	<p>If the student was also a university employee, cancel any active benefit plans and arrange for payment of any applicable life insurance.</p> <p>Liaise with referrals to the Employee and Family Assistance Program for critical incident counselling/debriefing support for staff and faculty members as required.</p>
Information and Technology Systems	<p>Determine what data is currently associated with the student's primary Active-ID on central file, web, and e-mail services.</p> <p>(a) If the student was also an employee, contact the department to determine if any of this data is work-related and provide it to the employee's immediate supervisor upon request.</p> <p>(b) If the student used a secondary Active-ID, reset the password and notify the unit that owns the secondary Active-ID.</p> <p>(c) Archive all data to central backup services. Cancel the student's primary Active-ID.</p> <p>(d) Verify that e-mail is bouncing and that websites are no longer reachable.</p>

International Education	<p>Confirm the relationship between the university and the deceased student, whether international exchange, co-operative education or other affiliation.</p> <p>Arrange for an interpreter as necessary to communicate with the family or next-of-kin.</p> <p>Notify the appropriate embassy/consulate from the deceased student's home country.</p> <p>In the case of a death of a Canadian Student studying outside of Canada, notify the Canadian embassy/consulate in the host country.</p> <p>When appropriate, assist with arrangements to return:</p> <ul style="list-style-type: none"> (a) the deceased student's body to the country of origin; and (b) any immediate family members to the country of origin. <p>Assist any immediate family or next-of-kin with arrangements regarding the personal effects of the deceased student.</p> <p>Notify any appropriate local community associations of which the deceased student was a known member.</p>
Library	<p>Arrange for any billing processes or correspondence to be stopped with the deceased student.</p> <p>Cancel any outstanding fines and arrange with the designated contact from the Response Team to have any resources the student borrowed from the university's libraries returned.</p> <p>Close the student's records.</p>
Office of the Registrar	Withdraw the student from the university and

	<p>all courses and update the students' academic records in Banner.</p> <p>Arrange for any official correspondence being issued from the Office of the Registrar to be stopped with the deceased student.</p> <p>Advise the Response Team regarding the status of the student's graduation eligibility, including posthumous degree eligibility. If an application for current graduation is on file, or a posthumous degree may be appropriate, liaise with the Ceremonies and Events Office and the pertinent faculty as required.</p> <p>Coordinate the posthumous degree consideration and granting process.</p> <p>Coordinate the notification of the family or next-of-kin where the awarding of a posthumous degree has been approved.</p> <p>Advise the Response Team regarding notification of the Ceremonies and Events' Office where the Student is pending graduation or a posthumous degree has been awarded.</p>
President's Office	Write a letter of condolence to the family or next-of-kin.
Student Accounts	<p>Liaise with the University Registrar regarding any applicable refund of tuition or fees. Provide the Office of the Vice-President Students with a cheque for a refund of tuition or fees as applicable made payable to the deceased student's estate.</p> <p>Arrange for any tuition billing processes or correspondence to be stopped with the deceased student.</p>
Student Conduct/PASS	<p>Close out any ongoing matters or records pertaining to the deceased student.</p> <p>Arrange for any correspondence to be stopped with the deceased student.</p>

Student Life	Remove Student from MyCampusLife and any associated contact lists.
Payroll	<p>If the student was also a university employee, process payment of wages and remit to the beneficiary on file or to the estate.</p> <p>Forward the record of employment, final paycheque, tax information and any other employment related materials to the family or next-of-kin in consultation with the Response Team.</p>
UFV-SUS	<p>Notify the extended health plan administrator and determine if the family or next-of-kin is eligible for any death benefits.</p> <p>Arrange for any billing processes or correspondence to be stopped with the deceased student.</p> <p>Provide a refund of any health or dental plan payments made payable to the deceased student's estate.</p>
Vice-President, Students Affairs	<p>The Executive Director, Student Affairs will normally be delegated to lead the process as detailed in this document.</p> <p>Mobilize the Response Team as set out in the policy for Responding to the Death of a Student.</p> <p>Notify the President and Vice-President Academic and Provost as soon as possible and provide them with related information regarding the death (e.g., name of deceased, date of death, contact information for the family or next-of-kin, date of memorial service, etc.).</p> <p>Request a copy of the Death Certificate from the family.</p> <p>Review the circumstances related to the student's death to determine if additional resources may be required for an appropriate response.</p>

	<p>Prepare and distribute notification of student death memos to appropriate Units.</p> <p>Coordinate supports for the student community as required.</p> <p>Write a letter of condolence as appropriate and coordinate other condolence letters from the President's Office and/or the student's faculty.</p> <p>Forward any refund cheques to the family or next-of-kin.</p> <p>Consult with Housing Operations and Campus Living (if the student lived on campus) to outline a plan to:</p> <ul style="list-style-type: none"> (a) work with the family or next-of-kin in removing the student's possessions from his/her own room/apartment; (b) contact roommates, and other individuals in Campus Living; and (c) evaluate the need for support services for those affected by the death within Campus Living. <p>Maintain the original and/or official version of case files related to the university's administrative response to the death of a student and carry out the disposition of such records.</p> <p>Assist in the preparation of a memorial service as requested by the Response Team.</p> <p>Notify the Student Union Society.</p> <p>Brief the university's executive as required.</p>
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PROCEDURE FOR RESPONDING TO THE DEATH OF A FORMER STUDENT

Definition

Former Student: An individual who has not been enrolled in at least one University course, for credit or non-credit at the undergraduate or graduate level within one year of

the date of the death.

Notification

When university faculty or staff are advised or become aware of the death of a Former student they shall notify the Executive Director, Advancement and Alumni Relations.

In the case of a death of a Former Student, families or next of kin are encouraged to initially notify the Executive Director, Advancement and Alumni Relations.

Response

The Executive Director, Advancement and Alumni Relations (or designate) will take steps to verify:

- the Former Student's identity;
- the Former Student's identification number;
- the Former Student's contact information;
- any current affiliation the Former Student has with the university; and
- any current affiliation the Former Student has with various student groups, clubs or communities.

Upon receiving notice of a Former Student's death, the Executive Director, Advancement and Alumni Relations (or designate) will notify the Office of the Vice-President Students about the death. The Vice-President, Students (or designate) shall consider any ongoing affiliation the Former Student may have had with the university and determine whether it is necessary to form a Response Team.

The Office of the Vice-President Students shall notify the Office of the Registrar which is responsible for updating the Former Student's academic records in Banner.

The Office of the Vice-President Students will notify the Former Student's faculty or department and any other affected Units who are likely to have records related to the Former Student or any ongoing correspondence with the Former Student.

Notified Units shall review "Unit Activities" and verify if there are any appropriate activities that are applicable to respond to the Former Student's death.

The Alumni and University Relations department shall remove the Former Student's name from mailing and contact lists.

Records

Records related to the administrative response to a Former Student's death shall be marked as confidential and managed in accordance with applicable legislation and the university's Protection of Privacy and Records Management policies and their associated procedures.