

Procedure Information	
Related to Policy No:	E-1.48
Approved by:	Executive Committee
Approval Date:	June 9, 2021
Executive Responsible:	VP Student Affairs
Administrator Responsible:	Director Student Services
Date of Next Review:	June 2026

DEATH OF A STUDENT PROCEDURES

Procedures

In the event of a student death, a number of individuals and departments will be notified in order to support the College's administrative response to the death, as described in Appendix A. Employees shall use discretion in the use, access, and disclosure of information related to the student and the student's death. Any information provided will be verified for accuracy and considered carefully before being conveyed, and is to be shared on a need-to-know basis. Use, access, and disclosure of personal information will be in accordance with the B.C. Freedom of Information and Protection of Privacy Act.

Initial Notification and Responsibilities

1. Student Death While Off Campus

- 1.1. Response to a student death occurring off campus will be handled initially by the local police agency and/or the hospital involved. These agencies will be responsible for notifying the family or next-of-kin.
- 1.2. If CNC is notified or becomes aware of a student death off campus, the Vice President Student Affairs (VPSA) and/or the Director of Student Services will contact the local authorities for confirmation information.

2. Student Death During A Field Trip

- 2.1. If a death occurs during a field trip, the CNC employee accompanying the trip will immediately contact local emergency services and the local law enforcement. As soon as this has occurred, the staff member will contact the Director of Student Services at (250) 562-2131 during business hours or Campus Security at (250) 561-5827 during evenings and weekends. Campus Security will notify the Director of Safety and Security and follow their notification protocol.

3. Student Death on Campus

- 3.1. If a CNC student or employee becomes aware of a student's death on campus, that individual must contact 911 and the RCMP immediately, and then inform Campus Security at (250) 561-5827 or local 200. Campus Security will notify the Director of Student Services and the Director of Safety and Security. After business hours Campus Security will follow their notification protocol.

- 3.2. The RCMP will attend to the College and contact the appropriate emergency medical services. The RCMP is responsible for notifying next-of-kin and may request the student's emergency contact information. Campus Security or the Director of Student Services will coordinate with the Office of the Registrar for this information.
- 3.3. If the death occurs in Campus Housing the Manager of Campus Housing will be notified under section 3.1.

Subsequent Steps and Responsibilities

4. Notification of Appropriate Officials

- 4.1. Any College employee or student who becomes aware of the death of a student will notify the Director of Student Services who will immediately notify the VPSA.
- 4.2. The Director of Student Services will complete the *Death of a Student Form* in order to ensure all required information is collected and to confirm the death and student status.
- 4.3. The VPSA will advise the President and Executive Committee of the student death.

5. Response Team Composition

- 5.1. The VPSA will establish a Response Team that will lead CNC's response to the student's death.
- 5.2. The composition of the team will be based on the circumstances surrounding the death as well as the student's activities within the College. The Response Team will include the following individuals, or their designates:
 - Director of Student Services
 - Director of Safety and Security
 - Registrar
 - Executive Director Marketing and Communications
 - Appropriate Dean and/or Associate Dean
 - Regional Principal
- 5.3. Additionally, the Response Team may also include the following individuals, or their designates, as applicable:
 - Manager of Campus Housing
 - Director of International Education
 - Executive Director of Aboriginal Education
 - Director of Facilities
 - CNC Counsellor
 - CTC Coordinator or other School District Representative (for high school students attending courses at CNC)
 - CNC Student Union
 - Faculty Members

6. Response Team Responsibilities

- 6.1. The Response Team will:

- 6.1.1. under direction by the VPSA, liaise with the police, regional health authority, British Columbia Coroners Service, and other external parties as required;
- 6.1.2. as necessary, communicate with the VPSA and the CNC Safety and Security team to address any issues regarding safety or threat of harm to CNC community members;
- 6.1.3. respond to media requests while liaising with the family or next-of-kin and considering the context of any active third-party investigations, prior to the release of information;
- 6.1.4. support the VPSA as the College's primary contact for the family or next-of-kin, and emergency contact on any communications or issues;
- 6.1.5. engage and consult with the appropriate Faculty members and invite them to participate in the process by supporting students and fellow colleagues, and providing advice and suggestions for a respectful response;
- 6.1.6. connect College employees who need direction on the student's affairs to the Director of Student Services and/or the appropriate Dean;
- 6.1.7. provide guidance and support to departments within the College to perform administrative tasks that are appropriate to the circumstances of the death. See Appendix A;
- 6.1.8. ensure that all relevant departments, employees, and students are notified with current and accurate information, as required;
- 6.1.9. ensure that all information being collected or disclosed is in accordance with the B.C. Freedom of Information and Protection of Privacy Act (FIPPA);
- 6.1.10. work with Student Services and Human Resources to ensure appropriate arrangements for access to grief and crisis counselling services and supports for students and employees;
- 6.1.11. work with CNC Student Union for communications, insurance, and student relations purposes;
- 6.1.12. where appropriate, liaise with the Executive Office Manager regarding any arrangements for CNC flags to be flown at half-mast; and
- 6.1.13. the Registrar and Response Team may arrange for enactment of the Awarding of Posthumous Credential Policy and Procedures #E-1.43, if appropriate and as per the family's wishes.

Links to Other Related Policies, Documents, and Websites

Death of a Student Policy #E-1.48

Awarding of Posthumous Credential Policy and Procedures #E-1.43

Procedure Amendment Log

Amendment Number:	Date:
0	June 9, 2021
1	
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Death of Student Procedures

APPENDIX A

Administrator Accountable for Activities	
Individual(s) Responsible for Activities	<ul style="list-style-type: none"> Activities to take place after confirmed student death.
Vice-President Student Affairs	
Vice-President Student Affairs	<ul style="list-style-type: none"> Establish the response team based on the circumstances surrounding the death, as described in the <i>Death of a Student Form</i> (completed by the Director Student Services). Schedule the Response Team's initial meeting. Review the Response Team Guidelines with all members of the Response Team. Act as the College's primary contact for the family or next-of-kin, and emergency contact on any communications or issues. Act as primary liaison between with the Response Team and CNC Executive Committee. Keep the Executive Committee informed of the College's ongoing response to the death.
Director of Student Services	
Director of Student Services	<ul style="list-style-type: none"> Upon notification of the student death, contact the Vice President Student Affairs. Complete the <i>Death of a Student Form</i>, confirm student status and death from a medical or police authority which will initiate the following processes at CNC. Liaise with the police, hospital, British Columbia Coroners Service, and other external parties as required. Coordinate the completion of assigned activities within the Death of a Student Procedures Appendix A. Notify the Student Union of the death and act as their liaison to the Response Team.
Aboriginal Student Navigator and Cultural Advisor	<ul style="list-style-type: none"> Arrange, facilitate, and provide support to Aboriginal students affected by the death by connecting them to counselling and other support services. Arrange, facilitate, and provide cultural advice and support to the Response Team. Working within privacy laws, liaise with sponsoring Bands or agencies.

Accessibility Services Advisor	<ul style="list-style-type: none"> • Inform any sponsoring organizations of the student's death. • Advise the Response Team if there are any loaned materials or supports that may need to be returned to the College. • Close student accessibility files.
Financial Aid Officer	<ul style="list-style-type: none"> • Determine if the student was, or had been, covered under a Student Aid BC or other inter-provincial loan; notify the appropriate lender as required to ensure all borrow obligations are terminated. • Update CNC databases and close grant and award applications, as appropriate. • Work with Financial Services to ensure T4A reporting is correct and to reassign any awards, as necessary. • Notify the appropriate Ministry department(s) for T4A purposes. • Support regional Academic Advisor in closing any grant or loan applications, as necessary.
CNC Counsellors - Campuses	<ul style="list-style-type: none"> • Participate in the Response Team as required. • Support Response Team in coordinating counselling services such as support rooms, Critical Incident Stress Debrief groups, etc. • Provide information for community resources for employee and student access. • If the student attended a Regional Campus, liaise with Regional Principal to provide, or guide the regional grief support response. • Provide physical or digital handouts or materials to the appropriate campuses or departments to help normalize grief reactions.
Recreation Coordinator	<ul style="list-style-type: none"> • Cancel student's gym pass. • Process deposit refunds as necessary.
Campus Housing Manager	<ul style="list-style-type: none"> • Participate in the Response Team as required. • Under the direction of the Executive Director Marketing and Communications, deliver the approved communication messaging to notify Campus Housing residents of the death, as necessary. • Work with Student Services and the Health and Wellness Centre to set up counseling sessions and other supports for residents in Campus Housing. • If the death occurred in Campus Housing, facilitate access for Safety and Security, RCMP, Coroner, and BC Ambulance Service to provide safe access to the space, and for investigation purposes. • Work with the Response Team to coordinate with the family or next-of-kin to remove personal items from Campus Housing. • Work with Financial Services to reimburse any Campus Housing fees, as applicable.

Executive Director of CNC Student Union	<ul style="list-style-type: none"> • Participate on the Response Team as required. • Coordinate with the Director of Student Services to provide required information to Response Team. • Gather Extended Health Plan and beneficiary information for the Response Team to share with the family or next-of-kin. • Determine if the student had a locker, if so, pack contents and provide to Response Team.
Executive Director of Aboriginal Education	
Executive Director of Aboriginal Education	<ul style="list-style-type: none"> • Participate in the Response Team as required. • May be appointed as the primary contact with a deceased student's family or next-of-kin.
Director of Centre for Teaching and Learning	
Learning Management System Administrator	<ul style="list-style-type: none"> • Remove student from classes in Moodle. • Close student's Moodle account.
Executive Director Marketing and Communications	
Executive Director Marketing and Communications	<ul style="list-style-type: none"> • Act as first point of contact for any media inquiries, ensuring any comments follow privacy legislation and respect the family's wishes. • Work with the Response Team and the VPSA who will coordinate with the Executive Committee to develop and distribute internal communication regarding the student's death. • Arrange the monitoring of public channels related to the student's death such as emails to the College, social media and other digital communication to ensure accuracy of information and privacy as required.
Dean	
Dean of Program Area of Study and/or Associate Dean	<ul style="list-style-type: none"> • Participate on the Response Team as required. • Provide support by being accessible, and or available to students, faculty and staff, host conversations, schedule debrief sessions and or general discussions if there is a mutual desire and agreement with the Dean, Associate Dean, staff and students. • Update any accreditation bodies as necessary (i.e. BC Industry Training Authority, Trades Training BC) • Advise employees of counselling and other supports available through HR. • Collect and provide with any projects or personal items stored in areas outside of the student's locker to the Response Team for the family or next-of-kin. • In collaboration with the Executive Director Marketing and Communications, notify Program Coordinators, Practicum Supervisors, faculty and students within the program and/or department.

	<ul style="list-style-type: none"> • Cancel the student's practicum placements, work experience placements, and study abroad trips, as appropriate. • Update program lists or databases as appropriate.
Regional Principal	
Regional Principal	<ul style="list-style-type: none"> • In the event the student was registered at a regional campus, the Regional Principal will be a part of the Response Team and will coordinate and adapt processes as collectively determined appropriate by the Response Team. • The Regional Principal may assume the role as primary contact for the family or next-of-kin, and/or the RCMP, as determined appropriate by the VPSA, Regional Principal and Response Team. • Coordinate communication between Regional Campus employees and the Response Team. • Engage the appropriate CNC Regional Campus employees to support the response to the student death. • In collaboration with the Executive Director Marketing and Communications, notify faculty and students within the class or program of the student death. • Take any other additional steps on the Regional Campus to address the needs of the College community, in consultation with the Response Team. • Work closely with local service providers as well as the Director of Student Services and the Wellness Centre and Counselling Services staff to ensure counselling and support services are made available to employees, and students as appropriate.
Director of Facilities Services	
Director of Facilities Services	<ul style="list-style-type: none"> • Work with the Director of Student Services and/or the Director of Safety and Security to ensure there is no further threat of harm to the College community, as appropriate.
Director of Safety and Security	
Director of Safety and Security	<ul style="list-style-type: none"> • Address any issues regarding safety or threat of harm to CNC community members. • Conduct an internal investigation if the death occurred on CNC premises or within the scope of CNC's responsibility, under the direction of the RCMP or other external bodies, as appropriate.
Director of Finance	
Director of Finance	<ul style="list-style-type: none"> • With approval from the VPSA, the Director of Finance will work with the Office of the Registrar to refund tuition and fees for the current term and provide the Response Team with a cheque (payable to the deceased student's estate), after deducting any outstanding loans, as applicable. • Refund Campus Housing fees on a pro-rated basis. Other debts to the College may be forgiven.

	<ul style="list-style-type: none"> • Ensure any tuition billing or credit collection processes or correspondence to the deceased student be stopped. • If the student was also a College employee, process payment of wages and remit to the estate.
Executive Director Human Resources	
Human Resources	<ul style="list-style-type: none"> • Facilitate access to counselling and other support services for employees. • Work in collaboration with the Response Team and relevant area Administrator or designate to develop a coordinated communications plan that supports employees with Employee and Family Assistance Program.
Director of International Education	
International Education	<ul style="list-style-type: none"> • Arrange for translator, if required by the Response Team in order to contact family or next-of-kin after confirmation that local authorities have delivered notification of the death. • Determine if there are any special religious customs that the Response Team should be aware of. • Notify Guard Me if the student is within their first three months in Canada. • Act as liaison between Home Stay family and Response Team if the student was participating in the Home Stay program. • Coordinate the process between the CNCSU and the students' family for health benefits claims
Director of Library and Resource Centres	
Library	<ul style="list-style-type: none"> • Cancel student's library card and close their account. • Determine if there are any library materials on loan that may be returned. • Cancel any library fines.
Registrar	
Office of the Registrar	<ul style="list-style-type: none"> • Adjust the student record after receiving confirmation of death. • Adjust class registration(s) as required. • Cancel student identification card. • Coordinate with Finance in the determination of a refund for processing. • Confirm with the VPSA and/or the DSS the name and contact for the state and/or executor. • Remove student from Office of the Registrar related communication lists. • Coordinate with the Response Team to arrange for enactment of the Awarding of Posthumous Credential Policy and Procedures #E-1.43, if appropriate and as per the family's wishes.