



STUDENT DEATH PROTOCOL

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Student Death Protocol

Purpose: To organize in a systematic manner the University's response to a death of a student¹. The goal is to ensure rapid, effective communication and follow-up that is sensitive to the unique circumstances of the situation.

Outline: Each situation is unique and will be assessed individually. This document acts as a guideline and, as circumstances warrant, priorities and responses may vary in order to balance family needs with the needs of students and the University.

Tenets: The University's response to the death of a student will attempt to uphold the following five tenets:

1. Respect for the student, the student's family and friends
2. Dignity for the memory of the student
3. Discretion in the use and access to the information regarding the student death
4. Cooperation with police, coroner and other external officials
5. Public accountability

Protocol: The protocol has three response phases and three response levels. These are outlined below.

Response Phases:

1. **Initial response:** The primary responsibility for initiating this protocol lies with Campus Security and Emergency Services. Note: departments should follow all established emergency and crisis response procedures if a student is found dead or seriously injured on campus.
2. **Secondary response:** The secondary response will happen at the department/unit level. The Response Team will be responsible for the coordination of the secondary response (if required) and will support the department/unit head with regard to the performance of their responsibilities.
3. **Follow-up:** Follow-up and a critical incident review will happen at the department/unit level (if required). Any central review of the incident and/or the response will be the responsibility and at the request of the Provost and Vice-Principal (Academic).

¹ While the purpose of this document is to respond to the death of a student, the protocol may be used as a guide for responding to the death of any member of the Queen's community, including former students, where there is a known relationship or connection (financial or otherwise) to the institution.

Response Levels: Information about the death goes to the Coordinator of the Response Team who consults with other team members as needed about the appropriate response. While each response will be specific to the situation and may change as circumstances change, the following response levels will be used as a guide for determining the Response Team's actions.

- 1. Level one response:** In the case of an individual who is a registered student but whose circumstances or nature of affiliation with the University is such that limited or no intervention by the Response Team is required.
- 2. Level two response:** In the case of a student death where manner and cause of death are known and there is no expectation of internal/external investigations beyond the coroner's report (e.g., deaths from illness or suicide) or in the case where a student death occurs while the student is abroad (or in a remote region of Canada) on a Queen's sanctioned activity (e.g., exchange, practicum, internship, the Bader International Study Centre), the Emergency Procedure for Out-of-Country emergencies should be referenced and the (Emergency Support Program) Emergency Management Committee notified.
- 3. Level three response:** In the case where the circumstances of death may raise issues of public accountability and involve a higher level of media/public scrutiny (e.g., those involving an accident on a Queen's campus or on a field trip; where foul play has not been ruled out; where infectious disease is suspected; where the University is seen as potentially negligent with respect to unsafe infrastructure, knowledge of a previous medical condition, etc.).

Extremely serious situations (e.g., those involving violence on campus or multiple deaths related to infectious disease) may activate the University's overall Emergency Response Plan.

Protocol

- If any member of the University community becomes aware of a student death, they are required to inform Campus Security and Emergency Services (613-533-6111 or 36111)
Campus Security and Emergency Services will immediately contact the Coordinator of the Response Team. The Coordinator will establish with Campus Security and Emergency Services and/or the Registrar's Office to the best of their ability, verification of the death and the circumstances of the death to determine the appropriate level of response.
- As appropriate, the Coordinator of the Response Team will contact other members of the Response Team, including the Chaplain, the Director of Counselling, the Director of Campus Security and Emergency Services, the Director of Environmental Health and Safety (as required depending upon the circumstances), the Registrar, the Director of University Communications and one other (optional) member from the appropriate

department/unit that has a significant relationship with the student. The Associate Dean of Student Affairs or designate will act as the Coordinator for the Response Team.

- the Response Team will be responsible for ongoing communication throughout the campus and provide support to department/unit heads.
- In the event of the death of a study, work or travel abroad student, or an international student on the Queen's campus, the Associate Vice-Principal (International) and the Director of the Queen's University International Centre (QUIC) or designate will be notified.
- It is critical that accurate and timely information be provided to the University community.
- Departments/Units will follow their responsibilities as described in the following pages.
- The Response Protocol will remain in effect until the start of the next academic term (September, January or May) for any recent graduate.
- The Office of the Vice-Provost and Dean of Student Affairs will retain a record of all pertinent correspondence, as well as a summary of the Response Team's efforts and University actions. The Registrar will retain the academic records, while Campus Security and Emergency Services will retain information concerning the Campus Security and Emergency Services incident report related to the student death. Each department/unit will maintain and be responsible for their unit-specific actions in relation to a student death.

Distribution of Protocol:

- The protocol will be posted on the Student Affairs and Campus Security and Emergency Services websites.
- Revisions to the Protocol will be made on an "as needed" basis. Reminders will be forwarded to departments and units to advise them of any major changes.

Review Process:

There are three types of process reviews:

1. The effectiveness of the protocol will be reviewed after every student death by the Response Team. The Coordinator of the Response Team will initiate the review of the protocol.
2. The Coordinator of the Response Team will initiate an annual review of the protocol. The review will include updates to all contact information and will also incorporate any changes within the University community that impact the protocol.
3. The Provost and Vice-Principal (Academic) may initiate a critical incident review following a student death as circumstances warrant.

Memorial Service:

- The Response Team will inform the Chaplain's Office of any extenuating circumstances that should be considered in planning an on-campus Memorial Service. On occasion (e.g., dependent upon the family's wishes or if a student lived in the Kingston area), an on-campus memorial service may not be organized.
- If the Chaplain's Office is involved in organizing a Funeral Service or Memorial Service, the following individuals should be notified of the details as soon as they are complete:

Principal
Provost and Vice-Principal (Academic)
Appropriate Dean, Faculty
Appropriate Department Head
Vice-Provost and Dean of Student Affairs
Vice-Principal (Advancement)
Rector
AMS President
SGPS President
Vice-Principal (University Relations)
Director, University Communications
Director, Campus Security and Emergency Services
University Registrar
Director of Counselling, Student Wellness Services
Director, Queen's University International Centre (in the event of a death of a study, work or travel abroad student or an international student)
Associate Vice-Principal (International) (in the event of the death of an international student)

Family members will be invited to campus to participate in or attend the Memorial Service, or at any time that is appropriate and meaningful to the family.

- The Chaplain will extend to the family an offer to arrange a post-service reception, usually hosted by the Faculty Office of the deceased student, when the Memorial Service is held on or near campus. Faculties are strongly encouraged to host this reception, but the decision to do so rests with the individual faculties.
- Arrangements to plant a memorial tree and erect a plaque to commemorate the student's life are also an option for family members. The Chaplain will extend this opportunity to the family if they so wish and will work with the Office of the Vice-Provost and Dean of Student Affairs to make arrangements for the planting, the commemoration plaque and arrangements for a tree memorial service.

Freedom of Information and Protection of Privacy Act (FIPPA):

Staff at the University may disclose personal information about a deceased individual to the spouse or a close relative of the deceased individual if, in the circumstances, the disclosure is desirable for compassionate reasons.

Close relative is defined as a parent, child, grandparent, grandchild, brother, sister, uncle, aunt, nephew, niece, whether related by blood or adoption.

Compassionate reasons are those where there is a need to make contact with a friend or next-of-kin to inform them of an individual's injury, illness, or death. The personal information to be disclosed may relate either to the injured or deceased person, or to the relative or friend who is to be contacted.

Please note that the spouse or close relative making the request should provide information about whether the deceased has a personal representative and how to contact the personal representative.

Deceased has a personal representative:

- a) If information was released to the spouse/close relative for compassionate reasons and the deceased individual has a personal representative that the staff member is able to contact, the staff member must contact him/her in writing to inform him/her that the information has been released. The staff member must tell the representative what was released, to whom it was released, and when it was released.
- b) If the staff member has reason to believe that the disclosure of personal information about the deceased might constitute an unjustified invasion of personal privacy (unless the disclosure is desirable for compassionate reasons) or contains information that affects the interests of a person other than the deceased or personal representative, the staff member should consult with the personal representative to determine whether the information should be released.

Deceased has NO personal representative:

If the staff member has reason to believe that the disclosure of personal information about the deceased might constitute an unjustified invasion of personal privacy (unless the disclosure is desirable for compassionate reasons) or contain information that affects the interests of a person other than the deceased, the staff member should consult with their supervisor and the departmental FIPPA representative to determine whether the information should be released. Consultation with the University's legal counsel may also be advisable.

If the staff member has any questions at any time, he/she should consult with their supervisor and the departmental FIPPA representative.

Campus Security and Emergency Services

Staff Member Responsible: Director or his/her designate

The process described below is part of our University-wide protocol for responding to a student death and applies when the individual is a registered or visiting student.

Primary Functions:

- Responsible for the Initial Response. Note: in the event that Kingston City Police attend, they will have responsibility over the scene, including notification of next of kin and access to information.
- Contact the Coordinator of the Response Team to discuss and determine the appropriate response level required.
- Responsible for all communication pertaining to the death until the Response Team is able to assume those duties.
- At the direction of the appropriate police agency, Campus Security and Emergency Services will work closely with the Response Team to ensure accurate information is available to the University community.
- Liaise with external emergency response agencies that are involved in the investigation and response to a student death (police, ambulance, etc.).
- Notify University Officials as per list.

Secondary Functions:

- Responsible for working with any external emergency response agencies relating to any follow-up from a student death.
- Responsible for reviewing their departmental response to a student death.
- Maintain appropriate and accurate documentation of the initial incident and any other additional relevant information.
- Make available all documentation relating to the incident to the Office of the Vice-Provost and Dean of Student Affairs through the Incident Report database.

University Officials Notification List:

Notification of University Officials or designate (regular hours contact office, outside regular hours use emergency contact):

- Director or Operations Coordinator of Campus Security and Emergency Services
- Associate Vice-Principal (Facilities)
- Vice-Principal (Finance and Administration)
- Provost and Vice-Principal (Academic)
- Principal
- Vice-Provost and Dean of Student Affairs
- Coordinator of the Response Team

- University Chaplain
- Director of Counselling, Student Wellness Services
- Director of Environmental Health and Safety (as appropriate)*
- Vice-Principal (University Relations)
- Director, University Communications
- Assistant Dean, Student Affairs/Student Life & Learning (if student lives in Queen's Residences)
- Director, Residence Life (if student lives in Queen's Residences)
- Executive Director Residence and Hospitality Services (if student lives in Queen's residences or Queen's owned housing)

Notification of University Officials is based on operational priorities and may vary depending on individual circumstances.

*Director of Environment Health and Safety should be contacted when the manner or cause of death are unknown, when an internal/external investigation is required or when the student is out of province/county on a sanctioned Queen's activity.

Response Team

Team Members: Chaplain; Director of Counselling, Director of Campus Security and Emergency Services; Director of Environmental Health and Safety (as required, depending upon the circumstances); the Registrar; Director, University Communications or designate; and an optional representative(s) from department(s)/unit(s) that had a significant relationship with the student.

The Associate Dean of Student Affairs (or designate) will assume the role of the Coordinator of the Response Team.

Primary Functions:

- Upon the notification of a death of a student, the Coordinator of the Response Team will initiate the formation of the team, following consultation with Team Members. Every effort should be made to call the team together as soon as possible following notification. (Depending on the circumstances of the death, not all members of the Team will be contacted immediately and required to attend the scene. Generally the Registrar will not be contacted until the first scheduled meeting of the Response Team).
- Attend the scene and ensure support is provided/available to students and others present.
- Assist Campus Security and Emergency Services and external emergency services where appropriate.
- Coordinate the secondary response.
- Notify key individuals (who are not on the University Officials Notification List) of the death (see Secondary Notification List on the following page).
- Maintain regular contact with Campus Security and Emergency Services and the Vice-Provost and Dean of Student Affairs to ensure the most recent and accurate information.
- Identify media spokesperson.
- Identify main point of contact for external enquiries (not media). May be different than family contact.
- Maintain contact with other campus departments to relay current and accurate information.
- Ensure that departments/units are performing required tasks as appropriate to the circumstances of the student death.
- Confirm the name(s) of the student's personal representative(s).
- Identify the person(s) who will communicate with the student's family following notification by Kingston City Police or other police agency.
 - The Response Team will designate one person as the primary family contact.
 - The Response Team will determine the appropriate time and manner in which to contact the family.

- No department/unit should contact the family without first connecting with the Response Team to ensure consistency and appropriateness.
- If the primary family contact is not on the Response Team, they should be added to the team's membership.
- The contact person would also assume responsibility for facilitating access to other University officials that may be requested by the family and for facilitating access to the family that may be requested by other University officials.

Secondary Functions:

- Support departments/units with regard to the performance of their responsibilities.
- Maintain appropriate and accurate documentation of the secondary response.
- Provide, if requested, a copy of all documentation to the Office of the Vice-Provost and Dean of Student Affairs for record-keeping purposes.
- Invite family members to campus to participate in or attend the Memorial Service, or at any time that is appropriate and meaningful to the family.
- Ensure ongoing contact with the family is maintained. Important considerations include what communication/contact they would like to receive from the university such as alumni outreach, memorial funds or questions pertaining to degree status.
- Organize an Incident Debriefing session with the Response Team following a student death. Contact the Provost and Vice-Principal (Academic) who, as required, may initiate a critical incident review process.
- Participate in the protocol review process as initiated by the Coordinator of the Response Team
- Participate in the annual protocol review process as initiated by the Coordinator of the Response Team

Unless otherwise noted, meetings will be held in the Emergency Operations Centre, Rm. 211 Fleming Hall.

Important Considerations:

- Try to verify religion of the student in order to ensure that appropriate cultural and religious rituals are observed.
- If the student is a study, work or travel abroad student or an international student on the Queen's campus, QUIC and the Associate Vice-Principal (International) should be brought into the process as soon as possible.
- For international students, establish contact with University Health Insurance Plan (UHIP) as soon as possible in order to facilitate arrangements.

- Endeavour to communicate with affected community as soon as possible in order to: i) address concerns regarding risk or threat of harm to individuals and others, and ii) to communicate that the University is involved in the process.

Responding to the Situation: Use a personal approach for conveying information as much as possible given the circumstances.

Death of a Campus Community Member: The Response Team will provide support and guidance to departments and individuals impacted by the death of a colleague or student. Following the initial response persons may be referred to the EAP program if ongoing support is required.

Secondary Notification List:

- Deans, Department Heads or Directors as appropriate.
- Secretary of the University
- Associate Vice-Principal (Human Resources)
- University Legal Counsel
- University Registrar
- Director Pension and Insurance
- Executive Director, Athletics and Recreation
- Executive Director, Housing and Ancillary Services
- Executive Director, Office of the Principal
- Director, Office of the Provost and Vice-Principal (Academic)
- Director, Office of the Vice-Principal (Finance and Administration)
- Assistant Dean, Student Affairs/Student Life and Learning
- Director, Residence Life
- Faculty Offices
- Rector
- President, AMS and SGPS
- Director, Queen's University International Centre
- Director, Annual Giving
- Associate Vice-Principal (International) if international student
- Director, Queen's International Centre, if international student

Office of the Vice-Provost and Dean of Student Affairs

Staff Member Responsible: Vice-Provost and Dean or his/her designate

The process described below is part of our University-wide protocol for responding to a student death and applies when the individual is a registered or visiting student.

Normally, no contact will be made with the family without first connecting with the Response Team to ensure consistency and appropriateness.

Primary Functions:

- Update senior University officials with relevant information relating to the student death (Principal, Vice-Principals).
- Notification of student death to student service areas and appropriate student governments, following consultation with the Response Team.
- In consultation with the Response Team, determine if the Vice-Provost and Dean of Student Affairs should make contact with family and/or friends.
- Act as a member of the Response Team, depending upon the circumstances.

Secondary Functions:

- Support student service areas as required, based on the circumstances of the student death.
- Support the Response Team to allow them to perform their responsibilities.
- Support to the student community as required, based on the circumstances of the student death.
- Review unique circumstances pertaining to the student's death to determine if additional University resources or funding is required.
- Organize letters of condolence from the Principal's Office and from the Vice-Provost and Dean of Student Affairs.
- Follow up on insurance claims (AMS) as required.
- Assist in the organization of the Memorial Service and the Tree Dedication Service (order tree and plaque).
- Ensure ongoing support provided as required to students impacted by the death.
- Participate in all process reviews as required.

Student Wellness Services (SWS)

Staff Member Responsible: Director of Counselling or his/her designate

The process described below is part of our University-wide protocol for responding to a student death and applies when the individual is a registered or visiting student.

Normally, no contact will be made with the family without first connecting with the Response Team to ensure consistency and appropriateness.

Primary Function:

- Notify all members of staff (nurses, physicians, psychiatry, disability services, counselling and outreach programmes).

Secondary Functions:

- Request a check by administrative/front-line staff in all areas to determine if student is known in the department.
- If the student is known within the department, speak to the clinician(s) involved to inform them about the student death – as set out in the departmental procedure for dealing with information about tragic events involving students. Provide information as appropriate to the Response Team.
- Advise members of the counselling unit of the need for extra counselling resources for the University community.
- Coordinate with the Response Team for the provision of short-term counselling, debriefing, presentations, etc., either on-campus or off-campus.
- Document any relevant information as a result of departmental actions during the response phases and provide documentation to the Office of the Vice-Provost and Dean of Student Affairs if requested.

Chaplaincy

Staff Member Responsible: University Chaplain or his/her designate

The process described below is part of our University-wide protocol for responding to a student death and applies when the individual is a registered or visiting student.

Normally, no contact will be made with the family without first connecting with the Response Team to ensure consistency and appropriateness.

Primary Function:

- Notify campus faith-based groups as appropriate to the circumstances.
- Provide support to the family as required.

Secondary Functions:

- Provide support to campus faith-based leaders as appropriate to the circumstances.
- Provide support to students as required.
- Coordinate or assist in the preparation of a Memorial Service if appropriate.
- Assist in the arrangements for the planting of a memorial tree and dedication service, if appropriate.
- Retain contact with family as appropriate.
- Document any relevant information as a result of departmental actions during the response phases and provide documentation to the Office of the Vice-Provost and Dean of Student Affairs.

University Registrar

Staff Member Responsible: Registrar or his/her designate in Student Records and Services

The process described below is part of our University-wide protocol for responding to a student death and applies when the individual is a registered or visiting student.

No contact will be made with the family without first connecting with the Response Team to ensure consistency and appropriateness.

Primary Functions:

- Follow the departmental procedures for the death of a student including reference to correspondence templates.
- Receive notice of the death of a student from the Response Team.
- Verify student information (full name, date of death, contact information, date of funeral or memorial, notification/documentation of death [from funeral home or official death notice]) with the Response Team.
- Determine, from the Response Team, the name and address of the student's personal representative.
- Check the student record and note home address, name of parent/guardian, emergency contact, Faculty/School, financial status (debts and credits), and loans, awards, and financial assistance.
- Process and mail T2202A to the student's personal representative.
- Send *Death of a Student* memo* to distribution list, notifying recipients of student's death and the need to cancel financial accounts owing to the University, to create a cheque for credit balances to be forwarded to the Registrar's Office, and to note student's death on University records accordingly. (Distribution list includes: Chaplain; Principal; Dean of Faculty/School; Vice-Provost and Dean of Student Affairs; Housing and Hospitality Services; Libraries, Advancement; Rector; Campus Security and Emergency Services; Director of Counselling; University Communications; AMS/SGPS; ITS; QUIC; Coordinator of the Response Team etc.). *In certain situations, a *Death of a Student* notification will be circulated without broader notification to the University community for a variety of reasons (e.g., request by family, student's academic status). Instead, the Coordinator of the Response Team will advise Senior Administration of the death and the special circumstances.
- Inform Student Awards Office to check student's status for loans, awards, etc. (Request appropriate action be taken to deal with student's financial status.)
- Determine, with the Faculty/School, whether a degree will be awarded posthumously or whether a certificate confirming the student's status as a

member of their class will be sent. If so, create the certificate, have the Registrar sign it, and forward to the Faculty/School for signature and mailing to appropriate party.

Secondary Functions:

- Support the Response Team with any requests for information.
- Document any relevant information as a result of departmental actions during the response phases and provide documentation to the Office of the Vice-Provost and Dean of Student Affairs.

Faculty Offices

Staff Member Responsible: Dean or Associate Dean(s)

The process described below is part of our University-wide protocol for responding to a student death and applies when the individual is a registered or visiting student.

No contact will be made with the family without first connecting with the Response Team to ensure consistency and appropriateness.

Primary Functions:

- Dean and/or designate meet with Response Team to discuss appropriate course of action if circumstances are such that there may be an impact on students, staff and faculty.
- Follow the departmental procedures for the death of a student.
- Communicate news of student death within the faculty, once information is released by the Response Team.
- If circumstances are such that little or no information about the death can be released, communicate as required about the process, that the University and others are aware, and the situation is being handled.
- As required, contact Student Wellness Services regarding potential impact and plans for grief counselling, etc.
- Support the Response Team with any requests for information.

Secondary Functions:

- Document any relevant information as a result of departmental actions during the response phases, and provide documentation to the Response Team – through the Office of the Vice-Provost and Dean of Student Affairs.
- Arrange for a representative from the Faculty Office (normally the Dean or his/her representative) to attend the Memorial Service for the deceased.
- Send a letter of sympathy to parents/guardians.
- Assess the academic record for possible outcomes:
 - Dropping of courses
 - Awarding grade (in consultation with instructors)
 - Awarding of degree
- Consult with Registrar's Office on outcome for academic record:
 - Courses are dropped and tuition refunded
 - The student receives credit for incomplete courses
 - Student receives an official Certificate of Enrollment or a posthumous degree
 - If courses are dropped, communicate outcome with instructors.

- Document any relevant information as a result of departmental actions during the response phases, and provide documentation to the Office of the Vice-Provost and Dean of Student Affairs.
- Faculties are strongly encouraged to host a reception following the Memorial Service (should it be held on or near campus), but the decision to do so rests with individual faculties.

University Communications

Staff Member Responsible: Director or his/her designate

The process described below is part of our University-wide protocol for responding to a student death and applies when the individual is a registered or visiting student.

No contact will be made with the family without first connecting with the Response Team to ensure consistency and appropriateness.

Primary Function:

- Liaise with the Response Team and appropriate University officials regarding release of information and to identify whether circumstances of death raise issues of public concern/community safety/media interest:
- Included in this function is dealing with media requests for interviews/information from family or friends
- Attend the scene if appropriate in the event of a media presence.
- Develop and release communications materials
- Where appropriate communicate news of student death and information about Funeral/Memorial Services via campus website and other media including social media as appropriate. Consideration will be given, based on the circumstances, as to how the information is conveyed, who in administration sends the message, and how broadly it is disseminated.
- Liaise with the Office of the Principal to arrange lowering of campus flag, if appropriate.
- Respond to external media, in consultation with the Response Team and appropriate University spokesperson.

Secondary Function

- Liaise with University spokesperson and brief them with respect to media interviews.
- Monitor media coverage including social media for accuracy and possible media follow-up.
- Document any relevant information as a result of departmental actions during the response phases and provide documentation to the Office of the Vice-Provost and Dean of Student Affairs.
- Determine if a 'Notice of Death' will be published in the University's media.

Important Considerations:

- Have draft wording templates available to assist in messaging to community members.

Housing and Ancillary Services

Staff Member Responsible: Executive Director, Housing and Ancillary Services or Director of Residence Life

The process described below is part of our University-wide protocol for responding to a student death and applies when the individual is a registered or visiting student.

No contact will be made with the family without first connecting with the Response Team to ensure consistency and appropriateness.

Primary Functions:

- Attend the scene to support residents or tenants, assist Campus Security and Emergency Services and external emergency services
- Notify members of staff and students in sequence:
 - Senior administration (Residences or Community Housing); Residence Life Coordinators; Residence Dons and Facilitators; building superintendents; Main Campus Residents' Council (MCRC) & Jean Royce Hall Council (JRHC) executive and house presidents; desk clerks; office staff; facilities staff; residents; tenants.
 - Coordinate with Response Team to determine content of information to be shared and with whom that information will be shared.
- Meet and discuss incident with roommate/floor mate(s)/tenants in consultation with Response Team and supported by Student Wellness Services and/or the Chaplain's Office:
 - Provide necessary assistance (e.g., relocation of roommate).
- Meet and discuss incident with local staff in consultation with Response Team and supported by Student Wellness Services and Human Resources.

Secondary Functions:

- Provide Response Team with appropriate local contacts to assist in follow-up with family/friends.
- Assist resident students or tenants; if appropriate, a Memorial Service will be organized in conjunction with the Chaplain's Office.
- Arrange with family/friends in consultation with the Response Team, the removal of the student's personal belongings from residence/housing or arrangements to have belongings catalogued and stored.
- Document any relevant information as a result of departmental actions during the response phases and provide documentation to the Office of the Vice-Provost and Dean of Student Affairs.

- Provide ongoing support to staff, students and tenants as required, through counselling sessions, meetings or programming.
- Monitor local housing environments for indicators of student difficulty and take appropriate action with necessary campus supports.
- Notify Student Residence Council (SRC) to initiate the return of the residence activity fees.

Queen's University International Centre (QUIC)

Staff Member Responsible: Director or his/her designate

The process described below is part of our University-wide protocol for responding to a student death and applies when the individual is a registered or visiting student, studying abroad or an international student studying at Queen's.

No contact will be made with the family without first connecting with the Response Team to ensure consistency and appropriateness.

Primary Functions:

- Meet and discuss incident with departmental staff, on a need-to-know basis, in consultation with Response Team and supported by Student Wellness Services and Human Resources.
- In conjunction with the Response Team and if appropriate, ensure that the Department of Foreign Affairs (or appropriate embassy) is notified of the death of the student.
- Follow departmental emergency response protocols as set out in the Death of a Student Protocol.

Secondary Functions:

- Request a check by administrative/front-line staff to determine if student is known at QUIC or in his/her academic department:
 - Provide any relevant information to the Response Team.
- Advise members of Student Wellness Services and QUIC staff of the possible need of extra counselling resources for the University community.
- Coordinate with the Response Team for the provision of short-term counselling, debriefing, presentations, etc.
- Support the Response Team with regard to any cultural issues related to the student death.
- Liaise with any community agencies/groups that might be of assistance in dealing with any cultural issues.
- Assist with University Health Insurance Plan (UHIP) related issues (in the event of a death of an international student), as well as advocating for a refund of any unused portion of the UHIP fees.
- Document any relevant information as a result of departmental actions during the response phases and provide documentation to the Office of the Vice-Provost and Dean of Student Affairs.

Alma Mater Society (AMS) and Society of Graduate and Professional Students (SGPS)

Staff Member Responsible: President or his/her designate

The process described below is part of our University-wide protocol for responding to a student death and applies when the individual is a registered or visiting student.

No contact will be made with the family without first connecting with the Response Team to ensure consistency and appropriateness.

Primary Functions:

- Notify the Executive members.
- In conjunction with the Response Team, Vice-Provost and Dean of Student Affairs and University Communications, notify student body.
- Notify Internal Affairs Commissioner to schedule a moment of silence at next assembly meeting. Provide biographical information for a statement to precede this acknowledgement.

Secondary Functions:

- Check with administrative/front-line staff to determine if student is employed and/or a student volunteer:
 - If yes, inform supervisor and other affected members.
 - If yes, inform accounting department to end outstanding reimbursements, salary/wages.
 - If student is owed money, coordinate with the Response Team the mailing of the cheque to the family.
- Document any relevant information as a result of departmental actions during the response phases and provide documentation to the Office of the Vice-Provost and Dean of Student Affairs.
- Coordinate with Student Wellness Services and Response Team counselling/support for staff and students.
- In conjunction with the Response Team determine when appropriate to notify The Journal, CFRC and the Tricolour Yearbook for memorials.
- Work with the Chaplain's Office in supporting a Memorial Service.
- Where applicable, notify family/beneficiary of death benefits available under AMS health plan.
- Reverse all student activity fees in conjunction with University Registrar's Office.

Environmental Health and Safety

Staff Member Responsible: Director or his/her designate

The process described below is part of our University-wide protocol for responding to a student death and applies when the individual is a registered or visiting student.

No contact will be made with the family without first connecting with the Response Team to ensure consistency and appropriateness.

Primary Functions:

- Notify supervisor and co-workers in cases of on-campus employment.
- Where applicable notify Ministry of Labour; Ministry of Training, Colleges and Universities; or other external agencies.

Secondary Functions:

- Support Campus Security and Emergency Services and external emergency services.
- Initiate the critical injury procedures and coordinate investigation with the Ministry of Labour if appropriate.
- Provide guidance and advice regarding any hazardous conditions that may be associated with the incident.
- Coordinate support, with the Response Team, Student Wellness Services and Human Resources, for other employees affected by the student death.
- Coordinate follow-up investigation and inspections, as necessary, to ensure appropriate corrective measures have been employed.