

Student Death Protocol

University of Manitoba

These guidelines have been established to provide an organized, respectful, and timely response to the death of a University of Manitoba student. As each such event will have unique aspects, flexibility in adapting these guidelines to the circumstances appropriate to each event will be expected.

1. Respect for Privacy

- 1.1 When a student death occurs on the University premises or at events under University control, it is imperative that no University personnel speculate as to the cause of death or make statements assigning responsibility for the cause of death.

Information about the death of a student should be shared on a need to know basis only. No information, comments, or statements about the cause or circumstances of death should be made by any unauthorized University personnel to any persons not directly involved in the incident, nor posted on social media, etc. Only the medical examiner can determine or report the cause of death, which may or may not be made known publicly by that office.

- 1.2.1 All requests for information from media or other sources must be referred to the Executive Director, Public Affairs.

2. Coordination of Response

- 2.1 Generally, the Vice-Provost (Students)¹ will play a coordinating role in serving as a point of contact for receiving and disseminating information, evaluating the potential impact of the event, and determining an appropriate response plan to be carried out in conjunction with members of the Student Death Response Team.

3. Student Death Response Team

- 3.1 The Student Death Response Team (SDRT) is responsible for organizing, leading, and providing advice and support in response to a student's death. The SDRT consists of the following core members:

- (a) Vice-Provost (Students), who serves as the Coordinator
- (b) Executive Director, Student Support
- (c) Director, Security Services
- (d) Chief Risk Officer, Office of Risk Management
- (e) Legal Counsel

¹ All roles for administrators in this document are subject to their availability and designates may be appointed

- (f) Access and Privacy Officer
- (g) Registrar
- (h) Executive Director, Public Affairs
- (i) Spiritual Care Coordinator

3.2 Others may be invited to consult with the core members of the SDRT depending on the circumstances of the death. For example, the Director, Student Residences would be consulted for a student death in Residence, an Elder-in-Residence may be consulted regarding the death of an Indigenous student, and the Director of the International Centre may be consulted to ensure matters are handled in a culturally-appropriate fashion for a deceased international student.

4. **General Procedures for Responding to a Student Death**^{2 3}

- 4.1. Any member of the University community who becomes aware of the death of a student should report this to Security Services, who will liaise with authorities (e.g., police, hospital, medical examiner) to verify the reported death (if not already verified through notification by authorities or the student's family).
- 4.2 Notification of the deceased student's family or next of kin will be done by the police, hospital, or medical examiner. If a death occurs during a University sponsored trip or similar event, the University staff member or student first learning about the death should immediately contact local emergency services and the local law enforcement agency. The staff member or student should also contact Security Services, who can liaise with local authorities.
- 4.3 Upon receiving verification of a student death from Security Services, the Vice-Provost (Students) will notify the Provost & Vice- President (Academic) and the Vice- President (Administration) of the death, and provide them with a preliminary assessment of the likely degree of impact on the campus.
- 4.4 The Vice-Provost (Students) will convene a meeting of the SDRT as soon as possible to begin coordinating follow-up activities, which may vary depending on the circumstances and potential impact of the death.
- 4.5 The Vice-Provost (Students), in conjunction with the SDRT, will be responsible for coordinating follow-up activities⁴, including those below:
 - (a) Identify the most appropriate person to serve as the University liaison with the family or next of kin and confirm this person's ability and willingness to serve as the University liaison. After confirming their suitability, provide the university liaison

² This is not an emergency protocol. Anyone discovering the body of a person who may be deceased should immediately call 911 and Security Services

³ Many units on campus will supplement these general procedures with protocols specific to their area (e.g., Security Services, Student Residences, Registrar's Office)

⁴ See attached document, *Actions to be completed by The University of Manitoba*, for more details on actions and areas of responsibility for specific units. A companion document, *Actions to be considered by the Family/Next of kin/Executor*, is also attached.

person with the information necessary to establish contact with the family or next of kin to offer condolences and identify themselves as the point of contact at the University for follow-up purposes.

- (b) Determine how to inform the campus community of the death, if advisable, in conjunction with the Executive Director, Public Affairs.
- (c) Ensure that student support units, including Student Counselling Centre, Student Advocacy, and Student Support Case Manager, are informed of the death and are making plans to determine the nature and scope of any interventions that may be required to support those affected by the death (for example, trauma debriefing, exam accommodations, community support meetings).
- (d) Ensure that the President's Office is aware of the death and that a letter of condolence from the President will be sent to the family or next of kin.
- (e) Ensure that the Flag Etiquette Policy is followed with respect to lowering the flag to half-mast atop the Administration building.

[http://umanitoba.ca/admin/governance/media/Flag_Etiquette_Policy - 2015 01 27.pdf](http://umanitoba.ca/admin/governance/media/Flag_Etiquette_Policy_-_2015_01_27.pdf)

- (f) Determine whether any on-campus memorial service is advisable, and facilitate the arrangement of same, respecting the wishes of the family or next of kin.
- (g) Ensure that the appropriate Faculty or School Council considers whether the deceased student is eligible for awarding of a posthumous degree.

[http://umanitoba.ca/admin/governance/media/Award_of_Degrees_Posthumously_Policy - 2013 11 01.pdf](http://umanitoba.ca/admin/governance/media/Award_of_Degrees_Posthumously_Policy_-_2013_11_01.pdf)

- (h) In consultation with Legal Counsel, determine the extent of any monies to be refunded to the student's estate, including tuition, parking, athletic fees, residence fees, etc. and ensure that this information is communicated to the family or next of kin.
- (i) Ensure that appropriate personnel develop a plan to remove the student's possessions and return them to the family or next of kin, inclusive of lockers, carrels, office or lab space, and Residence, as applicable.
- (j) Ensure that all necessary steps are taken to (a) administratively remove the student from all University and academic unit systems, directories, and mailing lists and (b) notify all necessary offices and services of the death in order that their information can be adjusted.
- (k) In the event of the death of an international student, Security Services will also notify Immigration, Refugees and Citizenship Canada (IRCC).

- (l) Ensure that T2202A Canada Revenue Agency tax form is generated by the Registrar's Office and forwarded in due course to the family or next of kin.

5. Critical Incident Follow-Up

- 5.1 Students, faculty, and staff may need assistance in dealing with their reactions to the death. The Student Counselling Centre will offer short-term services on a priority basis to any students that can be identified as being affected by the death. The Employee and Family Assistance Plan can be accessed by any affected staff and faculty members. Information about how to access these services will be communicated directly to affected students or staff via the most expedient method (for example, by instructors for classes; by Residence staff for students living on campus; by e-mail to staff).
- 5.2 The Student Counselling Centre will offer a range of services, as appropriate to the circumstances, including the following options:
 - (a) Provision of individual crisis counseling to students directly involved with the person or those who witnessed the death.
 - (b) Group meetings/debriefings for those close to the person (for example, classmates, fellow residents, members of student groups).
 - (c) Consultation and referral to appropriate community agencies as needed for parents/family of a deceased student when/if they seek such services.



STUDENT DEATH PROTOCOL ACTION ITEMS – with the responsible office/unit noted

1	Notify the President's Executive Team – <i>Vice-Provost (Students') Office</i>	<input type="checkbox"/>
2	Establish Liaison to act as a single point of contact between the University and the Family – <i>Student Death Response Team</i>	<input type="checkbox"/>
3	Notice from the Student Death Response Team (attachment) – <i>Vice-Provost (Students') Office</i>	<input type="checkbox"/>
a.	Update the University student record and disable ID card – <i>Registrar's Office</i>	<input type="checkbox"/>
b.	Disable University e-mail account – <i>IST</i>	<input type="checkbox"/>
c.	Remove record from all e-mail distribution lists and regular mail communication databases – <i>Faculty/School, UMSU, UMGSA, IST, Donor Relations, Alumni Association</i>	<input type="checkbox"/>
d.	Notify insurance company to determine eligibility – <i>UMSU, Registrar's Office</i>	<input type="checkbox"/>
e.	Notify specific campus units re possible associations to update records and return any personal property – <i>Dean's/Faculty/School Office(s), Indigenous Student Centre, International Office, ICM, Student Residences, Human Resources, Financial Aid and Awards, Graduate Studies, all Student Support units, BookStore – Computers on Campus, Active Living Centre, Parking Services, Physical Plant (i.e., bike locker), Libraries, Faculty/School student council (i.e., locker and/or carrel space), St. John's College, St. Paul's College, University College, St. Andrew's College)</i>	<input type="checkbox"/>
f.	Notify Immigration Canada – <i>Security Services</i>	<input type="checkbox"/>



g. Determine any tuition/fee refund and issue cheque payable to the Estate – <i>Financial Services, Registrar’s Office</i>	<input type="checkbox"/>
h. Prepare and issue a final transcript and tax forms (i.e., T2202A and/or T4) – <i>Registrar’s Office, Financial Services</i>	<input type="checkbox"/>
4 Determine counselling needs for students, faculty and staff (i.e., debrief sessions, individual or group sessions, and referrals to appropriate internal and external entities as appropriate) – <i>Student Counselling Centre, EFAP</i>	<input type="checkbox"/>
5 Notify Faculty/School contacts including instructors, advisors, student cohorts, Dean’s Office staff, etc. – <i>Faculty/School/ICM</i>	<input type="checkbox"/>
6 Send letter of condolence to the Family – <i>President’s Office, Dean’s Office</i>	<input type="checkbox"/>
7 After the Family’s consent has been obtained , on the day of the funeral/memorial service, lower the Administration Building flag to half-mast and publish the deceased’s name on UMToday (re flag) – <i>President’s Office and MCO</i>	<input type="checkbox"/>
8 Contact family/next of kin re: on-campus memorial and coordinate service, if applicable – <i>Liaison and Spiritual Care Coordinator</i>	<input type="checkbox"/>
9 Determine eligibility for a posthumous degree and if so, notify the Family – <i>Faculty/School</i>	<input type="checkbox"/>
10	<input type="checkbox"/>
11	<input type="checkbox"/>
12	<input type="checkbox"/>

List of items for Liaison to discuss with the Family/Next of Kin/Executor – *with the responsible office/unit noted*

1	On-Campus Memorial – <i>Spiritual Care Coordinator</i>	<input type="checkbox"/>
2	Lowering of Administration Building flag and publishing of name in UMToday (re flag) – <i>President’s Office and MCO</i>	<input type="checkbox"/>
3	Referrals/list of community counselling resources – <i>Student Counselling Centre</i>	<input type="checkbox"/>
4	Student loans – <i>Financial Aid and Awards</i>	<input type="checkbox"/>
5	Possible insurance benefits – <i>UMSU, Registrar’s Office</i>	<input type="checkbox"/>
6	Student Estate – <i>Office of Legal Counsel</i>	<input type="checkbox"/>
7	University property to be returned: textbooks – <i>BookStore</i> ; parking pass – <i>Parking Services</i> , residence keys – <i>Student Residences</i>	<input type="checkbox"/>
8	Daycare – <i>Campus Children’s Centre</i>	<input type="checkbox"/>
9	Final transcript and final tax forms (T2202A and/or T4) – <i>Registrar’s Office and Financial Services</i>	<input type="checkbox"/>
10	Possible refund – <i>Financial Services and Registrar’s Office</i>	<input type="checkbox"/>
11	Possible posthumous degree awarded – <i>Faculty/School</i>	<input type="checkbox"/>
12		<input type="checkbox"/>