

DEATH OF A STUDENT RESPONSE PROCEDURE

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

Functional Category:	Operations
Parent Policy:	Death of a Member of the College Community Policy
Approval Date:	June 19, 2017
Effective Date:	July 1, 2017
Procedure Owner:	Chief, Customer Experience Officer
Procedure Administrator:	Senior Manager, Registrar

Overview:

In the event of a student's death, NorQuest College (college) employees are to respond in a sensitive and compassionate manner. The communication of the student's death and any subsequent activities should remain as streamlined as possible. Effort will be made to minimize bureaucratic procedures and the number of interactions with the bereaved next-of-kin to obtain closure as quickly as possible, with minimum distress.

This procedure applies to the death of applicants, current and former students, and college alumni.

This procedure does not cover the response of an emergency incident such that a death has occurred on campus or during participation in a college event or activity. In such an incident, 911 should be the first point of contact followed by campus Security. All other actions will be according to the college's [Emergency and Continuity Management Policy](#) and [Emergency Response Plan](#).

Authority to establish this procedure is derived from the [NorQuest College Board of Governors Policy No. 5](#) which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.

Procedures:

The Office of the Registrar is the central point of contact and has the responsibility for communicating the death to the appropriate college departments so that the practical and operational issues related to the applicants, current or former student's, or college alumni records and belongings are appropriately handled.

Verification of Facts and Reporting of Death

Notification of a death may come from a variety of sources (family/next of kin, media, social media) and any employee of the college who hears or reads of such news has the responsibility to report the death to the Office of the Registrar.

The Registrar or Associate Registrar is responsible to verify the facts prior to notifying and providing [the Death of a Student Response Checklist](#) to the directors and/or managers of appropriate college departments. Once these areas are notified, directors and managers are responsible to disseminate the information to appropriate staff. In cases where there are delays in verifying the facts, the Office of the Registrar may inform the Executive Office, the Faculty Dean, and Centre for Growth and Harmony of an alleged death without releasing the individual's name.

College staff should refrain from mentioning the applicant, current or former student, or college alumni death on any social media account in affiliation with the college unless approved by the Manager, Storytelling.

Required Actions

The following areas have responsibilities to undertake and are to refer to the [Death of a Student Response Checklist](#) to ensure all required actions are taken.

- Office of the Registrar
- Advancement Services/Alumni Association
- Academic Support Centre
- Storytelling
- Bookstore
- Dean of Faculty
- Technology and Creative Services
- Executive Office
- Facilities
- Business and Financial Services
- Students' Association
- Centre for Growth and Harmony

Timelines for Response

Due to the sensitive and urgent nature involved in responding to the death of a student, all areas of the college are to complete the required actions and provide confirmation to the Office of the Registrar within two (2) business days. All areas are to respond to the initial email even if there is no actions required on their part.

The Office of the Registrar is to issue a letter to the next of kin within five (5) business days of notification of the death, wherever possible.

Definitions:
Related NorQuest College Information:
Related External Information:
Next Review Date:
Revision History:

Applicant: an individual who has submitted an application for admission to a NorQuest College program.

Student: any individual admitted to, and enrolled in, any college course(s) or program(s).

- [Death of a Member of the College Community Policy](#)
- [Death of a Student Response Checklist](#)

N/A

June 2021

June 2017: new
August 2019: Compliance Office template & reorganization update