

DEATH OF A STUDENT

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

Category:	G. People & Culture
Parent Policy:	G03
Approval Date:	June 25, 2025
Effective Date:	June 25, 2025
Procedure Owner:	Registrar & Director, Student Services Director, Campus & Ancillary Services

Overview:	Working in cooperation with a network of Olds College of Agriculture & Technology (the "College") personnel, the Registrar & Director, Student Services and Director, Campus & Ancillary Services or designate(s) will ensure the following procedures are implemented as a response to the death of a student whether it has occurred on or off campus.
Procedures:	<p>Confirmation</p> <ol style="list-style-type: none"> When a member of the Olds College community becomes aware of the death of a current student, they have a responsibility to report the death to the Office of the Registrar. Official confirmation of a student death is required to ensure compliance with provincial legislation and accuracy of information. Notification of a student death may come from a variety of sources. The Office of the Registrar is responsible for officially confirming the death of a student on behalf of the College, by means that may include: <ol style="list-style-type: none"> Death Certificate Obituary Letter from the coroner/medical examiner Other Official Documents The Office of the Registrar will verify the enrolment status and program of study. The Registrar & Director, Student Services or designate will notify the College's Executive Leadership Team (ELT). <p>Security</p> <ol style="list-style-type: none"> If the death occurs on campus, security notifies the RCMP/Emergency Services by calling 911. Notifies the Registrar and the Manager responsible for Health and Wellness along with the Manager responsible for Campus Health and Safety. Seals off the room or area. Controls the scene until the arrival of the RCMP.

5. Ensures extra Security members are provided to assist in identifying students in jeopardy, to address safety/security issues and to identify media and direct visitors to the appropriate area, if necessary.

RCMP

1. Handles the investigation, as required.
2. Notifies the student's next of kin.

Registrar & Director, Student Services and Director, Campus & Ancillary Services

1. Coordinates an immediate emergency response.
2. If the death occurs on campus, attend the scene and assist the RCMP/Emergency Services.
3. Confirms the death of the student.
4. Notifies the Executive Leadership Team.
5. Notifies Campus Health and Wellness Services.
6. Advises Campus Security.
7. Ensures that all of the student's personal belongings are left exactly as they were found. If required and possible, arrange to move roommates to another location.
8. Confirms with the RCMP that the student's next of kin have been notified.
9. Informs the College community as appropriate.

Director, Corporate Relations

1. Arrives at the College if necessary, and handles/delegates any media requests.
2. Consults where possible with the Registrar and with the Executive.

FOLLOW UP ACTION

Director, Corporate Relations

1. Ensures consistency with internal communications and develops and implements all external communication strategies, if appropriate. This may include media, staff, students, Students' Association, website or Alberta Advanced Education. Public notices are not issued unless authorized by the Vice President.
2. Monitors social media and traditional media channels.
3. Requests that the Development Office move the student's name from active to deceased records, if appropriate.
4. Enacts the Flag Protocol to have flags lowered to half mast.

Registrar & Director, Student Services and Director Campus & Ancillary Services

1. Contacts the College's legal counsel, if required, before proceeding further.
2. Makes initial College contact with next of kin/family to offer condolences.
3. Makes follow-up calls to the family to assist with immediate arrangements (e.g., collection of personal effects/items).
4. Arranges for flowers to be sent to the family on behalf of the College.
5. Coordinates College meetings with program teams and students as appropriate to discuss immediate action plans (e.g., internal communications to students/faculty, support services).
6. Coordinates a College presence at the funeral/memorial service, as appropriate.
7. Ensures a formal reconciliation of refund before processing refund.
8. Liaises with the family on administrative details to ensure the family is aware of any applicable refunds.
9. Coordinates communication between SAOC and the family to oversee any benefits or insurance related matters.

10. Arranges for a College representative to be present when the family arrives on campus and for them to have privacy.
11. Ensures that support services such as trauma-informed counselling are available for individuals affected by the situation.
12. Decides if, where and when a gathering place should be established for students, staff, and faculty to grieve in community and makes arrangements for Counsellors and staff to be present during open hours.
13. Ensures the student's file and records are sealed and noted as deceased or inactivated on the computer system to ensure that the family does not receive any further correspondence from the College.
 - a. This includes but not limited to:
 - i. Student Information System (Office of the Registrar and Industry Training and Continuing Education)
 - ii. Learning Management System
 - iii. Systems managed by Olds College Development/Alumni
 - iv. Student IT Systems (Single Sign On, Distribution Lists, etc.)
14. Works with the Dean, who consults with the program team as necessary, and the family to determine if it is appropriate to award the credential posthumously. The family's wishes will be paramount, especially regarding the presentation (by mail or during convocation).
15. Works with Business Services to ensure the refund of any applicable tuition and/or other fees to the estate of the deceased.
16. Determines whether any student loans are outstanding and notifies the appropriate funding agency.
17. Notifies Information Technology to suspend the email account.
18. If required, ensures that mail is forwarded to next of kin.
19. Assists as required, in packing/shipping belongings to the next of kin.
20. Recovers keys and other College property.
21. Prepares and sends a follow-up letter to be sent along with the refund if applicable, appropriate tax documentation and any information relating to Student Association benefits/insurance.

Campus Health and Wellness Services

1. Coordinates support services such as trauma-informed counselling for individuals affected by the situation.
2. Arranges offices for counselling services, posts information about the location of counselling and provides support and resources as required.
3. Ensures areas for support services, and any food and beverages are coordinated with Caretaking and Food Services.
4. Notifies the Campus Housing Staff if the student lived in Residence.
5. Program notification occurs to indicate counselling services are available for those impacted.
6. In coordination with People and Culture, organizes appropriate supports and services for College staff and faculty members through the Employee and Family Assistance Program or other College resources.

Business Services

1. Reviews refunds to ensure Students' Association insurance premiums are not refunded.
2. Prepares a formal reconciliation of refund to be approved by the Registrar.
3. Prepares and issues refund through appropriate College refund procedure. Accommodations will be made where appropriate to issue to the estate of the student.

Office of the President

1. Advises the Board of Governors as appropriate in the situation.
2. Prepares a letter to the student's family.

Olds College Department Responsibilities

The following departments are responsible for inactivating and updating records and/or information within their custody and control regarding the student's death.

Designated Contact	Current Student	Applicant / Admitted Student	Former Student (Attended within the last Academic Year)	Former Student (Attended prior to the last Academic Year)
Office of the Registrar	X	X	X	X
Dean of student's program	X	X	X	X
Industry Training and Continuing Education	X	X	X	X
Campus Health and Wellness Services	X	X	X	X
Accessibility Services	X	X	X	X
Athletics	X	X	X	X
Residence (if applicable)	X	X	X	X
Business Services	X	X		
Information Technology	X	X	X	X
Institutional Research	X	X	X	X
Security	X			
Students' Association / Benefits	X			
External Relations	X	X	X	X

Definitions:

Related Information:

Review Period:

Revision History:

CO3 Flag Protocol

3 years

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