

Procedure #	SSE 106P
Related Policy Name:	Student Death Response Policy
Approval Date:	May 21, 2025
Policy Holder:	Vice President, Inclusion, Belonging, and Student Experience
Administrative Contact:	Associate Vice President, Learner and Career Success and Dean of Students

Student Death Response Procedure

Purpose:

The death of a student is a tragic situation. The Humber College Institute of Technology and Advanced Learning, operating as Humber Polytechnic (hereinafter referred to as “Humber”), is committed to coordinating a timely, compassionate, and appropriate response that respects the unique circumstances of the situation and the wishes of the student’s next of kin or designate, while meeting administrative and legal responsibilities.

Definitions:

Student: For the purpose of this procedure, a student is defined as an individual currently registered in a program offered by Humber or who has been actively registered within the last calendar year.

Procedures:

1. Phase 1 - Notification of Student Death:
 - 1.1. Any member of the Humber Community who becomes aware of a student death shall notify the AVP, LCS or designate.¹
 - 1.2. If the student death occurs at one of Humber’s campuses, Humber’s Department of Public Safety and Critical Incident Management Team (CIMT) will initiate all emergency protocols.
 - 1.3. AVP, LCS will:
 - 1.3.1. Coordinate with Director, Public Safety to verify the death through appropriate authorities, including but not limited to: police, hospital, medical examiner.
 - 1.3.2. Notify Humber’s Executive Team with preliminary assessment of impact.
 - 1.3.3. Convene the Student Death Response Team (SDRT).
2. Phase 2 – Initial Response:
 - 2.1. AVP, LCS and SDRT will:
 - 2.1.1. Collect relevant information to inform the response (using the Student Death Response Checklist, Appendix B).
 - 2.1.2. Identify and assign a Compassionate Care Coordinator (CCC)
 - 2.1.3. The Associate Dean, Student Wellness and Equitable Learning (or designate) for domestic students.

¹ This is not an emergency procedure. Anyone discovering the body of a person who may be deceased should immediately call 911 or contact Public Safety (ext. 4000).

- 2.1.4. The Dean of International (or designate) for international students.
- 2.1.5. Liaise with the family or next of kin.
- 2.1.6. Determine if a translator is required for communication.
- 2.1.7. Coordinate internal communication in consultation with the Director, Communications.
- 2.1.8. Ensure appropriate supports are available to students (via the CARE Team), staff, and faculty.
- 2.1.9. Collaborate with Occupational Health and Safety and department leadership for employee support.
- 2.1.10. Notify and engage any departments relevant to the student's role on campus (e.g., student employees, residence, athletics).
- 2.2. If the deceased student was also an employee of Humber:
 - 2.2.1. AVP, LCS will notify the relevant department and Human Resources.
 - 2.2.2. HR Business Partner (Client Services) will be included in SDRT meetings as needed.
 - 2.2.3. Additional considerations will include payroll, benefits, employee records, and impact on work teams.
 - 2.2.4. People(s) and Culture, in collaboration with the department and Manager of Occupational Health and Safety, will coordinate grief support and workplace communications.
 - 2.2.5. Any required reporting as deemed necessary.
- 3. Phase Three -Secondary and Ongoing Response:
 - 3.1. Family and/or Next of Kin Support
 - 3.1.1. The CCC will serve as the liaison with the family or designate.
 - 3.1.2. Confirm preferences regarding memorials, flag-lowering, communications, and return of personal effects.
 - 3.1.3. Coordinate with relevant departments for follow-up as needed (e.g., Development, Residence).
 - 3.2. Closure of student accounts and records
 - 3.2.1. The Registrar's Office will:
 - 3.2.1.1. Update the student's record to reflect deceased status.
 - 3.2.1.2. Assess and process any fee refunds or adjustments.
 - 3.2.1.3. Evaluate eligibility for posthumous credential.
 - 3.2.1.4. Close the academic file.
 - 3.2.2. If the student is a resident, Residence Services will:
 - 3.2.2.1. Refund room fees for current and future reserved semesters.
 - 3.2.2.2. Refund full dining plan.
 - 3.3. Student Support Coordination (CARE Team)
 - 3.3.1. Collaborate with affected faculty/program areas.
 - 3.3.2. Support students in residence or in close proximity to the deceased.
 - 3.3.3. Coordinate mental health resources and community referrals.
 - 3.3.4. Conduct case file review through the Student Wellness and Accessibility Centre.
 - 3.3.5. Prioritize requests for support related to the student death.
 - 3.4. Faculty of Staff Support Coordination
 - 3.4.1. Employee supports coordinated by Occupational Health and Safety and department leadership.

3.4.2. Grief support available via EFAP and community referrals.

3.5. International Student Considerations

3.5.1. Liaise with international insurance providers and consulates.

3.5.2. Support repatriation and travel logistics.

3.5.3. Provide translation and cross-cultural communication support.

References:

Flag Policy and Procedure

Student Death Response Policy

Appendices:

Appendix A: Student Death Response Team

Appendix B: Student Death Response Checklist

APPENDIX A: STUDENT DEATH RESPONSE TEAM

The administrative response to a student death is led by the Associate Vice President, Learner and Career Success and Dean of Students (AVP, LCS) or designate. The Student Death Response Team (SDRT) supports the coordination of compassionate, timely, and effective actions.

The SDRT consists of the following core members:

- AVP, Learner and Career Success and Dean of Students (serves as Coordinator)
- Associate Dean, Student Wellness and Equitable Learning (serves as or assigns designate to serve as Compassionate Care Coordinator for domestic students)
- Director, Public Safety
- Director, Communications
- AVP, Enrolment Management and Registrar
- Manager, Student Connection and Community Care (CARE Team Co-Chair)
- Program Coordinator (student's academic program)
- Associate Dean (student's academic program)
- Manager, Occupational Health and Safety

Others may be invited to consult with the core members of the SDRT depending on the circumstances of the death. For example, members of the Residence Management Team would be consulted for the death of a resident, a department Manager would be consulted for a student death occurring as part of a College activity organized by their team, a Human Resources Business Partner and Supervisor would be included if the learner was also an employee, and the Dean of International will be consulted and serve as or assign a designate as Compassionate Care Coordinator for a deceased international student.

APPENDIX B: STUDENT DEATH RESPONSE CHECKLIST

Guiding Principles

Humber's response to the death of a student will be guided by the following principles:

1. **Compassionate Care:** Demonstrating care for the deceased and for those impacted, including family, peers, faculty, and staff.
2. **Respect for Wishes of Next of Kin:** Honouring the family's preferences regarding communication, privacy, and memorialization.
3. **Equity and Cultural Sensitivity:** Ensuring responses are inclusive, trauma-informed, and respectful of cultural and spiritual differences.
4. **Timely Coordination:** Acting quickly and consistently across departments to ensure a smooth and unified response.
5. **Community Support:** Prioritizing access to mental health and well-being supports for those affected.
6. **Privacy and Discretion:** Managing sensitive information responsibly, in compliance with applicable privacy legislation.
7. **Transparent Communication:** Sharing information thoughtfully, guided by family consent and situational appropriateness.
8. **Institutional Accountability:** The AVP, Learner and Career Success and Dean of Students will lead a coordinated institutional response in collaboration with relevant departments.

Checklist

Response Phase	Action	Responsible
Notification	Verify death through appropriate authorities.	Director, Public Safety
Notification	Determine if Student Death Response Policy will be enacted.	AVP, LCS
Notification	Gather student and incident details Student Name: Student Preferred Name: Student ID Number: Date of Birth: Faculty: Program: Date and Cause of Death: OSAP recipient? (Y/N): Extra-curricular Involvement: Humber College Resident? (Y/N): Employed at Humber? (Y/N): If yes, which department: Placement/WIL enrolment? (Y/N): If yes, where: Site advised:	AVP, LCS with AVP, Enrolment Services and Registrar and Director, Public Safety
Notification	Notify Executive Team and convene SDRT.	AVP, LCS

Initial Response	Assign Compassionate Care Coordinator (CCC).	AD, SWEL or Dean, International
Initial Response	<p>Liaise with family or next of kin. Name(s): Contact Information:</p> <p>CCC offers condolences and introduces themselves as point of contact. Coordinates questions and referrals (e.g., memorial scholarship, personal belongings).</p> <p>Confirms and documents family wishes around communication, memorials, flag lowering, and belongings.</p>	Compassionate Care Coordinator
Initial Response	Communications team drafts templated internal messaging and manages media inquiries.	Director, Communications
Initial Response	Faculty and learner-facing communications are shared outlining resources.	AVP, LCS and Associate Dean/Program Coordinator
Initial Response	Engage CARE Team and OHS to coordinate supports.	AD, SWEL and Manager, OHS
Initial Response	Student Wellbeing portfolio engaged: SWAC service file review (may be external depending on scenario), teams notified to prepare for increased demand.	Manager, Student Connection and Community Care to inform Director, Student Wellbeing; Associate Director, Clinical Services; Associate Director, Mental Health and Counselling
Initial Response	If Student is an Employee Notify Client Services (HRBP); address payroll, benefits, employee files.	AVP, LCS and HRBP
Initial Response	<p>If Student is a Resident Coordinates restricted access to space, cleaning, and any necessary room changes.</p> <p>Coordinate on-site student resources to support impacted community (e.g., Care Coordinators, MH and Counselling) as appropriate.</p>	<p>Residence Operations</p> <p>Manager, Residence Life</p> <p>CARE Co-Chairs</p>

	If roommates are enrolled at UGH, advise UGH to ensure appropriate support.	
Secondary and Ongoing Response	<p>If Domestic Student Confirm insurance plan status with IGNITE and work with family/next of kin to determine if a claim will be made. If both are yes, gather information and share for insurance provider outreach.</p> <p>Nature of death: Date of death:</p> <p>Current Contact Information Name of Person dealing with the claim: Their relationship to the student: Mailing address: Home phone: Cell Phone:</p>	CCC with IGNITE Services Director
Secondary and Ongoing Response	<p>If International Student Confirms insurance coverage, initiates repatriation, notifies embassy or consulate, and supports visa/travel for family.</p>	CCC
Secondary and Ongoing Response	<p>Coordinate memorial plans and flag lowering.</p> <p>Take photo of lowered flag to share with student's supporters.</p>	<p>CCC with Director of Communications</p> <p>Public Safety with CCC</p>
Secondary and Ongoing Response	Update student record, assess refunds, determine posthumous credentials.	AVP, Enrolment Services and Registrar
Secondary and Ongoing Response	Complete any required reporting.	Manager, Occupational Health and Safety
Secondary and Ongoing Response	If a student is a resident , assist with access to belongings, assess refunds, determine occupancy of the space.	Residence Operations
Secondary and Ongoing Response	If a student is a resident , collaborate with Student Connection and Community Care team to coordinate ongoing support to impacted community, arrange	Manager, Residence Life

	residence community transportation to memorial.	
Secondary and Ongoing Response	Determine if external resources are required to provide support.	CARE Team
Secondary and Ongoing Response	Conduct clinical file review.	Director, Student Wellbeing or designate