Approving University Official(s): President and Vice Chancellor
Responsible Office: Student Experience
Original Effective Date: April 14, 2022
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Student Death Response Procedures

Purpose

These procedures establish a clear and consistent framework for Student Death Response Policy at Yorkville University ("Yorkville") and Toronto Film School. It provides guidance to ensure alignment with the institution's operational, academic, and regulatory obligations, and supports the university's commitment to implement.

Scope

These procedures apply to all members of the Yorkville/Toronto Film School community.

Procedures

1. Responsibility: The Office of Student Experience coordinates the response to the death of a student.

2. Initial Response

    a. On Campus: In the event that a student death occurs at a Yorkville University or Toronto Film School campus in Ontario or British Columbia, the most senior staff member on site will ensure necessary emergency protocols are followed which include, but are not limited to:
        i. calling emergency services
        ii. securing the area
        iii. evacuating/closing relevant campus areas
        iv. notifying the Campus Principal/Vice-President Academic, Director Safety and Security, and their own supervisor.
    b. On or Off Campus: When any member of the Yorkville/TFS community is informed of the death of a student, the Office of the Senior Vice President, Student Experience is to be notified immediately. The Senior Vice President, Student Experience will notify the Provost, President and Vice Chancellor, and the CEO.
    The Senior Vice President, Student Experience is responsible for coordinating follow up details and undertaking the following:
        i. Confirming the student death by means of notification by a family member, report from authorities, death certificate, or other compelling assurance.

ii. Informing the Office of the Provost and Director of Communications to prompt the release of an internal and/or external communication(s) statement, as appropriate. (e.g.: President and Vice Chancellor/CEO, Senior Leadership Team, campus-wide or institution-wide, etc.) (See: 2c. Internal communication).
iii. Convening a response team comprising members appropriate to the circumstances of the student's death. At minimum, the Response Team will include the Senior Vice President, Student Experience (Chair), Provost (or designate), Director of Communications, and Director of Safety & Security. Additional members may be added depending on the circumstances. The response team might include representatives from campus leadership, human resources, communications, campus security, or other relevant units. The response team facilitates and coordinates the actions needed to respond to the death.
iv. Initiating a communication plan consistent with the principles set out later in this document.
v. Initiating the administrative actions required when a student dies.

2) Secondary responses to the death of a student:
   a. Support for the Yorkville/TFS community: The Office of the Senior Vice President, Student Experience, working with the Mental Health and Wellness Team and appropriate departments (such as People, Communications), will coordinate support for faculty, staff, and students to facilitate grieving/adjustment and stability. This may include provision of EAP information, counselling resources and support, and communications about available supports.

3) Communication
   a. Liaise with next of kin: The Senior Vice President, Student Experience, working with the response team, will identify an appropriate spokesperson to liaise with the next of kin. The liaison, with the assistance of a translator, if necessary, will:
      i. Offer condolences on behalf of Yorkville or TFS.
      ii. Learn next of kin wishes about communicating the death with classmates, staff and faculty.
      iii. Learn from next of kin whether there are cultural or religious protocols appropriate to the situation and, where appropriate, ask for details related to religious or memorial services.
      iv. Inform the next of kin about and facilitate contact with for Yorkville/TFS registrar's and student finance processes related, e.g., student records, fees refunds, and student loans. (See: Appendix A)
      v. Learn next of kin's desires concerning returning belongings of the student where applicable.
   b. International students: The Senior Vice President, Student Experience, working with the response team, will identify an appropriate person to communicate and liaise with the relevant embassy or consulate and with Immigration, Refugees, and Citizenship Canada (IRCC).
   c. Internal communication:

i. University and campus leadership: Immediately upon learning of the student's death, the Senior Vice President, Student Experience will ensure that the President and Vice Chancellor, Provost, and relevant vice-presidents and directors are informed of the death. Those to be informed will depend on the specific circumstances of the death.
ii. Yorkville/TFS community: The Director of Communications is responsible for developing and facilitating communication about the death of a student. Each student death requires a unique internal communication plan. General principles guiding communication are:
    1. Typically, communication to the Yorkville/TFS community will be made once there has been contact with next of kin. Yorkville/TFS will not disclose or speculate on the cause of death unless explicitly confirmed by the next of kin and permitted under applicable privacy legislation. In exceptional circumstances where timely communication is required before contact with next of kin can be established, the decision to initiate internal communication will be made by the Senior Leadership Team, with guidance from the Director of Communications. Communications in these cases must remain factual, minimal, and must not reference the cause of death.
    2. The Director of Communications, in consultation with the response team, will determine whether information about the student's death should be shared with the entire Yorkville or TFS community or with a particular campus, faculty, or program.
    3. Risk mitigation will be considered as part of communication planning so as not to sensationalize or promote public concern.

d. External communication: The Director of Communications is responsible for determining whether public communication related to the student's death is required or appropriate. If public communication is necessary, the Director of Communications will liaise with the next of kin as appropriate to the circumstances.
e. Memorials: The Office of the Senior Vice President, Student Experience will ensure that:
    i. Condolences are sent to next of kin by an appropriate Yorkville or TFS official.
    ii. There is an appropriate Yorkville or TFS presence at the student's funeral or memorial service. Depending on the circumstances, the appropriate presence might be none, flowers, attendance by a Yorkville or TFS representative.
    iii. Appropriate consideration is given to awarding a posthumous degree or diploma (See Appendix A) or establishing an ongoing memorial to the student at the relevant campus.

4) <u>Administrative actions related to the death of a student</u>:

The Office of the Senior Vice President, Student Experience will send an email request to key departments informing of the student death and actioning closure and deactivation of the student file. See Appendix A.

5) <u>Debriefing</u>:

a. The Office of the Senior Vice President, Student Experience will retain all pertinent correspondence and records as well as a summary of actions taken in response to the death of a student.
b. Within a reasonable time after the death of a student, if appropriate, the Senior Vice President, Student Experience will convene a meeting of those involved in the administrative response to the student's death to review the response and identify opportunities to improve or adjust procedures and protocols.

APPENDIX A
TEMPLATE

Deceased Student Name – **NAME**

DOB: month/day/year DOD: month/day/year

Student ID –

RECIPIENTS OF THIS FORM ARE ASKED TO INDICATE TASK COMPLETION (Y/N) OR Not Applicable (NA)

DEPARTMENT/ROLE	ACTION	STATUS/NOTES	COMPLETE Y/N or NA
Senior Vice President, Student Experience	Identify spokesperson to liaise with next of kin.		
Registrar	Change status in SIS to reflect deceased in Official Record		
Registrar/Academic Dean/Department	Determine eligibility to be posthumously conferred, or to receive academic award(s)		
Senior Vice President, Student Experience in consultation with senior administrators, Safety/Security director	Contact appropriate authorities and/or embassy/consulate if needed; assist with repatriation; arrangements for belongings – advise of any information needing to be conveyed to family		
Director of Communications	Develop and facilitate communication about the death of the student		
IT in consultation with Registrar and Academic department	Deactivate student access on all platforms		
Student Finance	Review the student account, cancel and close account; cancel fees and tuition assessment. Notify agencies of deceased status, as required. Advise of any information needing to be conveyed to family.		
Accessibility and Accommodations	Close file		
Wellness and Counselling records	Close file		

Program/Academic Department/Registrar	Deactivate/remove from course/class related information (groups, communications, etc.); If applicable, notify placement site, practicum site, etc.		
Office of Student Rights and Responsibilities	Close files where student was involved		
	Close file		
Admissions	Close file		
ALL	Notify Senior Vice President, Student Experience of any information/items to be provided to family.		

Related Information

- *Student Death Response Policy*

Contacts

For questions regarding this policy, please contact:

Department/Office Name: Academic Governance Office
Email: academicgovernance@yorkvilleu.ca

Note: *Names and structures of Yorkville offices or governing bodies may change over time. Such changes do not affect the validity of this policy. To confirm the current responsible office or body, contact the* Governance, Regulatory, and Government Affairs *at academicgovernance@yorkvilleu.ca.*

Revision History

Version Code	Date	Summary of Changes	Authorized by (Title)
1.0	April 14, 2022	New procedures.	President and Vice Chancellor
1.1	May 11, 2026	Major revision.	President and Vice Chancellor