



PROCEDURES FOR THE DEATH OF A STUDENT OR A CRITICAL INCIDENT INVOLVING A STUDENT

Tactical Lead: Pro Vice-Chancellor (Students)
(Nominee: Director of Student Experience)

Rev	Date	Purpose of Issue/Description of Change
1.	January 2011	Initial Issue
2.	29 th September 2015	Review and Update
3.	May 2017	Review and update

Policy Officer	Senior Responsible Officer	Approved By	Date
Head of Compliance	Pro Vice-Chancellor (Students)	Emergency Planning & Business Continuity Group	3 rd May, 2017

This Procedure will be reviewed in three years

PROCEDURES FOR THE DEATH OF A STUDENT OR A CRITICAL INCIDENT INVOLVING A STUDENT

It is the responsibility of the Pro Vice-Chancellor (Students), and Student Services, to manage the incident in the event of the death of a student, or a critical incident involving a student.

These procedures should be used by the appropriate Tactical Lead who, in this instance, is identified as the Pro Vice-Chancellor (Students) (or in the Director's absence the Director of Student Experience – "the nominee") to manage an incident involving the death of a student or a critical incident involving a student.

In most circumstances there would be no need to invoke the University's major emergency response plan in relation to the death of a student or a critical incident involving a student. However, in the event of a major emergency being identified by the Tactical Lead, the Executive Emergency Response Team will control and manage this incident as outlined in the Emergency Management Policy & Major Emergency Response Plan.

1. DISCLOSURE OF INFORMATION

All information relating to the death of a student, or a critical incident involving a student should only be disclosed on a need to know basis and should, where appropriate, take into account the formal legal steps which will usually follow a sudden death. In all cases the need to ensure accuracy of information is essential and, where appropriate, the next of kin / family's wishes should always be paramount. Authority should be sought from the Tactical Lead (or nominee) before any information is disclosed relating to either the death of a student or a critical incident involving a student.

2. NOTIFICATION

The route by which notification of the death¹ of a student or a critical incident involving a student reaches the University cannot be controlled however the following procedures should be followed by **all staff** for notification both during and outside normal office hours.

It should be noted that the death of a student, or a critical incident involving a student may (dependent on circumstances) be treated as a major emergency (as defined in the University's *Emergency Management Policy and Major Emergency Response Plan*). When identified as such, the Tactical Lead should report the incident to the Executive Emergency Response Team (EERT) Coordinator or their Deputy and maintain regular contact with the Coordinator or their Deputy. In the event that the incident is determined to be a major emergency then the *Emergency Management Policy and Major Emergency Response Plan* will take precedence over these procedures.

In all other circumstances the following procedures should be followed.

¹ As notified to a University Officer by a Responsible Authority (Police, Hospital or Coroner) or directly to a University Officer by the individual's nominee. Information received by a nominee will be checked with the relevant Responsible Authority.

2.1 In circumstances where the student is on campus

It is essential that the initial recipient of the information contacts the Pro Vice-Chancellor (Students) (or nominee) immediately. It is important to bear in mind that the dissemination of any information should be done on a need to know basis and in a sensitive manner in order to alleviate any further distress to relatives and colleagues.

The Pro Vice-Chancellor (Students) (or nominee) will resume the role of Tactical Lead Officer.

The Tactical Lead (or nominee) will be responsible for informing other relevant members of staff as soon as is practicable, *by phone where possible*.

This may include (if appropriate and dependent on the situation): -

- Vice-Chancellor
- University Secretary
- Academic Registrar
- Dean of College, Head of Central Service Department and / or Head of School
- Director of Human Resources
- Director of Corporate Communications
- Director of Finance
- Director of IT Services
- Head of Health and Safety Services
- Director of Estates and Facilities
- University Insurance Officer
- President, Bangor Students' Union
- Director of Bangor Students' Union
- Head of Compliance
- Executive Emergency Response Team Coordinator

Relevant Senior Officers would then be responsible within their own spheres of responsibility for cascading the information, as appropriate and necessary, to other members of staff within their departments to take whatever action is required in the circumstances.

In any incident which may involve the Health and Safety Executive advice should also be sought from the Head of Health and Safety Services as soon as practicably possible.

For any critical incident or death related to an incident which has the potential to give rise to a claim against the University, the Tactical Lead Officer should inform the University Insurance Officer as a matter of priority.

If a student dies whilst on campus, the Police will be responsible for giving due to consideration of the circumstances and deciding who would be the most appropriate person to contact the next of kin.

2.2 In circumstances where the student is not on campus

[a] Notification received during normal office hours

During normal office hours notification of the death of a student (not on campus) should be made to the Tactical Lead (or nominee) as soon as practicably possible. It is important to bear in mind that the dissemination of any information should be done on a need to know basis and in a sensitive manner in order to alleviate any further distress to relatives and colleagues.

The Tactical Lead (or nominee) will then be responsible for informing other relevant members of staff, a full list of staff who may need to be involved at some point during any incident appears in Appendix 1.

[b] Notification received outside normal office hours

Normally, if the notification of a death of a student, or a critical incident involving a student reaches the University outside normal office hours, this would be via the Security section who should follow the steps outlined in this Procedure, and in the University's *Emergency Management Policy and Major Emergency Response Plan* (where relevant).

This would involve informing the relevant Tactical Lead Officer (or nominee), either immediately or as soon as possible the following working day, dependent on the circumstances of the notification. If notified by the Tactical Lead (or their nominee) that the incident falls into the category for a Major Emergency the EERT Coordinator or their Deputy should also be informed.

2.3 Concern about the whereabouts of a student

If a student is thought to be missing in circumstances which cause concern the matter should be brought to the attention of the Head of Student Support who will undertake further enquiries.

Where the circumstances warrant it the Head of Student Support should contact the Head of Compliance and consideration should be given to contacting the Police, although it may be appropriate for this to happen immediately on the direction of the Tactical Lead (or nominee).

3. ROLES AND RESPONSIBILITIES: TACTICAL LEAD

If the incident has not been deemed a major emergency and therefore the Executive Emergency Response Team is not in overall charge of the incident the Tactical Lead (either through chairing a Tactical Emergency Response Team or individually) would be responsible for:

- liaising with the Director of Corporate Communications regarding any statement or announcement;
- Informing the University Insurance Officer as a matter of priority (for any death related to an incident which has the potential to give rise to a claim against the University).
- Informing staff and students as appropriate, once the next of kin have been informed;
- Making staff and students aware of the Staff or Student Counselling service and / or the Chaplaincy Team;

- Ensuring the student's Central Record is amended and confirming with the College / School or Department that their records have also been amended so that no inappropriate contact is made;
- Consult with the College / School or Department to identify whether an existing relationship with the next of kin and /or relatives exists in order to establish who would be the best liaison with the family regarding:
 - Representation from the University at the funeral;
 - Any personal belongings held within the University;
- Liaising regarding funeral arrangements and letter of condolence;
- Liaising with the Director of Corporate Communications to agree a strategy if there is likely to be press interest in the death and notifying staff that no information should be given to the press other than from the Corporate Communications department.

An outline of other relevant member of staff's roles is included in Appendix 1.

4. ASSISTANCE PRIOR TO OR IN CONNECTION WITH FUNERAL ARRANGEMENTS

4.1 Assistance for family members

The University's aim is to ensure that the best possible care is offered to the deceased student's family and close friends (especially if the family is unfamiliar with Bangor and / or is from overseas).

4.2 University representation at the funeral

The Tactical Lead (or nominee) will consult with the College / School or Department to identify whether an existing relationship with the family exists in order to establish who would be the best person to liaise with the family on their wishes regarding University representation at the funeral of a student.

Where the University is notified of the date of the funeral the flag on the Main Arts Building will be lowered to half-mast. Arrangements for this are coordinated through the Planning & Governance Office.

APPENDIX 1

RESPONSIBILITIES OF STAFF DEALING WITH A DEATH OR CRITICAL INCIDENT INVOLVING A STUDENT

<p>Pro V-C Students (or nominee)</p>	<ul style="list-style-type: none"> • At as Tactical Lead • Write a letter of condolence to the student’s family • Write to any member(s) of University staff who had direct involvement with the incident • Inform staff and students as appropriate; • Make staff and students aware of the Staff or Student Counselling service and / or the Chaplaincy Team; • Ensure the student’s Central Record is amended and confirm with the College / School or Department that their records have also been amended so that no inappropriate contact is made; • Consult with the College / School or Department to identify whether an existing relationship with the next of kin and /or relatives exists in order to establish who would be the best liaison with the family regarding: <ul style="list-style-type: none"> • Representation from the University at the funeral • Any personal belongings held within the University; • Liaise with the Director of Corporate Communications regarding any statement or announcement; • Liaise with the Director of Corporate Communications to agree a strategy if there is likely to be press interest in the death and notifying staff that no information should be given to the press other than from the Corporate Communications & Marketing Department.
<p>Director of Human Resources</p>	<ul style="list-style-type: none"> • Oversee the response in relation to the impact on staff, at the request and direction of the Tactical Lead.
<p>Dean of College / Head of School or Central Service Department</p>	<ul style="list-style-type: none"> • Co-ordinate activities within their sphere of responsibility at the request of the Tactical Lead, keeping them informed as appropriate.
<p>Senior Tutor</p>	<ul style="list-style-type: none"> • Ensure that other students on the course are informed of the incident in a timely and sensitive manner • Inform students of counselling arrangements available through Student Support Services
<p>The Personal Tutor</p>	<ul style="list-style-type: none"> • Ensure their availability for students in the deceased’s tutor group

Senior Assistant Registrar, (SAR), Student Records	<ul style="list-style-type: none"> • Ensure that the student record system is updated • Ensure that no University communications are sent to the student's address
Director of Library and Archive Services / Director of IT Services	<ul style="list-style-type: none"> • Ensure that Library and IT accounts are cancelled • Advise on the most appropriate means of returning outstanding library items.
Director of the Students' Union	<ul style="list-style-type: none"> • Ensure Student Union registrations and other memberships are cancelled and that no communication is sent to the student's address.
Director of Human Resources	<ul style="list-style-type: none"> • Ensure that staff involved in any incident are made aware of the staff counselling scheme
Head of Health and Safety Services	<ul style="list-style-type: none"> • Assess the Health & Safety implications of any incident and take appropriate action • Follow the reporting procedures laid down by the Health & Safety Executive
Director of Corporate Communications	<ul style="list-style-type: none"> • Coordinate any communication with the media and ensure that all staff who might be contacted by the press are briefed on how to handle those inquiries.
International Student Welfare Adviser	<ul style="list-style-type: none"> • Liaise with the consulate/embassy • Arrange where appropriate the involvement of University representatives in the student's home country • Liaise with the student's family on making appropriate arrangements for funeral/repatriation
Head of Residences	<ul style="list-style-type: none"> • Brief relevant Senior Wardens • Arrange support for students and wardens if the student was living in halls • Liaise, if contacted, with the family regarding the collection of belongings from hall • Where relevant liaise with Head of Security to secure room • Offer welfare support for remaining students and friends • Ensure administrative systems are updated so that no inappropriate contact is made.
Head of Student Counselling Service	<ul style="list-style-type: none"> • Arrange and disseminate the availability of counselling provision.

Head of Disability Services	<ul style="list-style-type: none">• Where necessary inform support workers, dyslexia tutors and Access Centre to ensure that no inappropriate contact is made.
Director of Finance	<ul style="list-style-type: none">• Ensure administrative systems are updated so that no inappropriate contact is made.