

Policy Id:

BIT.002 – Protocol on Responding to the Death of a Student or Former Student

Related Policies

Responding to the Death of a Faculty or Staff Member (in review)

Protocol on Responding to the Death of an Alumnus:

http://www.jjay.cuny.edu/sites/default/files/contentgroups/dean_of_students/protocol_for_responding_to_the_death_of_alumni.pdf

Last Modified:

05/15/2020

John Jay College of Criminal Justice Protocol on Responding to the Death of a Student or Former Student

The purpose of this Protocol is to:

- a) Assist those in our community who are dealing with the crisis to respond appropriately in a timely manner;
- b) Provide coordination with external individuals and agencies;
- c) Provide communication within the College community;
- d) Assist with post-crisis support; and
- e) Provide an empathetic and caring voice from the College to family and friends of the deceased.

When implementing the Protocol, remember: FERPA applies until the death is verified.

SECTION 1:

Death of a Current or Former Student [steps not necessarily sequential]

Immediate Action / Notification:

1. Anyone who becomes aware of the death of a student or former student will contact the **Dean of Students**.
2. The **Dean of Students** will immediately notify the following individuals:
 - a. **Director of Counseling:** The **Director of Counseling** will notify appropriate Counseling and Health Services staff and will respond to the scene, if appropriate. The **Director of Counseling** and **Executive Director of Human Resources** or designee will coordinate psychological counseling and emotional support for those students, faculty and staff affected by the death.
 - b. **The Vice President of Enrollment Management and Student Affairs (EMSA):** The Vice President of EMSA or his or her designee will inform senior staff as appropriate (including potentially the Provost, President, other senior staff, and CUNY Central).
 - c. **The Vice President for Public Affairs and Strategic Initiatives: The Office of Public Affairs** and Marketing & Communications will coordinate all contacts with the media, external partners, and any social media posting if appropriate.
 - d. If appropriate, members of the **Behavioral Intervention Team (BIT)** and other staff members to coordinate their response efforts.

3. The student's next of kin will be contacted by the **New York Police Department (NYPD)/Coroner, the Director of Public Safety**, or the **Dean of Students** or other appropriate office depending on the situation.

Secondary Action / Notifications:

1. Family / Next of Kin:

- a. The **Dean of Students**, or his or her designee, will serve as the primary campus contact for the family of the deceased student and will meet with family members should they decide to come to campus.
- b. The **Dean of Students** will contact the next of kin/family and request permission to send a campus-wide notification of the student's death. The next of kin/family will be consulted with regard to the decision to notify the campus and the content of the notification if the notification includes identifying information of the student, including funeral arrangements and cause of death.
- c. If appropriate, the **Vice President of EMSA**, in coordination with the **President's Office**, will write a letter of condolence to the family of the deceased student.
- d. At the appropriate time, the **Dean of Students** will request a copy of the death certificate from the family or some other verification of the student's death.
- e. When appropriate, the **Dean of Students** will assist the deceased student's family in making arrangements to come to campus and will offer other assistance as needed, such as return of the deceased student's property.

2. Faculty Notifications:

- a. In coordination with the **Office of the Provost**, the Dean of Students will notify, via email, the deceased student's instructors and department chair.
- b. Upon being notified by the **Dean of Students**, the **chair** of the deceased student's academic department will ensure the student's belongings are safeguarded and will coordinate with the Dean of Students to facilitate the return to the family of any property that the deceased student may have left in the academic department's area.

3. Student Affiliation Notifications:

- a. **Residential Students:** If the deceased student was living in the John Jay Residence, the **Dean of Students** or his or her designee will inform the **Residence Life Manager** of the death. The **Residence Life Manager** will communicate with students living in the dorm about the student's death and share resources for counseling services and will coordinate with the **Dean of Students** to facilitate the return to the family of any of the deceased student's property.
- b. **Student Athletes:** If the deceased student was an athlete, upon being notified by the **Dean of Students**, the **Director of Athletics** will communicate with other student athletes about the student's death and share resources for counseling services, ensure that the student's belongings are safeguarded, and coordinate with the **Dean of Students** to return to the family any property that the deceased student may have left in the **Athletics Department**.
- c. **Student Leaders and Clubs:** If the deceased student was involved in a student club or organization, upon being notified by the Dean of Students, the **Director of the Center for Student Involvement and Leadership (CSIL)**, will communicate to club leaders and other student club members about the student's death and share resources for counseling services; ensure that the student's belongings are safeguarded; and coordinate with the **Dean of**

Students the return to the family of any property that the deceased student may have left in **CSIL**.

- d. **Academic Cohorts:** The **Dean of Students** will contact the program if the student was in an academic cohort program (e.g. ACE, SASP, UMI).
- e. **Memorial / Celebration of Life:** The **Director of the Center for Student Involvement and Leadership (CSIL)**, in consultation with other appropriate faculty, staff, and students, and in appropriate circumstances, will coordinate assistance to those wishing to hold a memorial service on campus for the deceased student when deemed appropriate.

4. **All-Campus Message:**

- a. In coordination with **the Office of Marketing & Communications**, the **Dean of Students** will send out a campus-wide announcement about the death as early as possible. If possible, an all-campus message will be sent only after the **Dean of Students** has worked with other faculty and staff to notify the deceased student's current faculty and clubs or cohort programs. If possible, such a message will include mention of the student's affiliations, as well as information about any planned memorial services on campus.
- b. When appropriate, but prior to any all-campus message, the **Dean of Students**, using the Student's EMPL ID as identification, will ensure that students with the same full name as the deceased student will be notified to avoid confusion.

5. **Other Notifications & Record-Keeping:**

- a. The Dean of Students will also notify the **Registrar**, who will then inform **Financial Aid, Bursar, and Alumni Relations**.
- b. The **Dean of Students** will forward a copy of the death verification to the **Registrar**. The Registrar will close the student's academic record and inform **Financial Aid, Bursar, and Enrollment Management**.
- c. Once the death certificate has been received, the **Registrar** will determine eligibility for a posthumous degree. If the student is eligible and the next of kin agrees, Student Transitions Programs (STP) will be notified to ensure the student's name is included in the commencement ceremony.

6. **Follow-up**

A meeting may be called by the **Dean of Students** to ensure that all appropriate measures have been taken in response to the student's death. **This meeting might include the following:**

Student Relations Manager
Residence Life Coordinator
Director of Public Safety
Director of Counseling
Office of Legal Counsel
Public Affairs
Director of Health Services
Registrar or designee
Alumni Affairs

BIT Team:

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