

Management Protocol for Student Crisis or Death

Preamble:

The purpose of this protocol is to describe the response by the MD Program to a serious or tragic event which has the potential to have a significant emotional or psychological impact in our community. This event may involve students, staff or faculty members. In preparation for such an event, an Incident Coordinator will be established at each campus: either Assistant Dean or designate. Protocols will be available on medportal under the section titled "Policies and Procedures". Staff members at all the campuses will be aware the protocols exist and where to find them. Respect and privacy for the individual affected and/or their family is an important consideration. While the medical school feels concern and distress, the privacy and wishes of the family must be respected at all times. Communication will be modified in each circumstance at the discretion of the Incident Coordinator because the sensitivities and permissions will vary.

Incident Coordinator

Role:

1. Verify the student's identity and address (see 'Students with the same name' in #9 below under the Protocol).
2. Initiate the protocol
3. Determine who has the "need to know" and keep those people informed.
4. Monitor the incident and coordinate actions, helping the community return to normal.

Administrative Management Team

A team of experts called together by the Incident Coordinator on an as-needed basis in the aftermath of a death or crisis. Membership fluctuates depending on the specifics of the event.

Includes:

Assistant Dean or Regional Assistant Dean, Program Manager or Regional Program Administrator, Class President/VP Internal, Student Affairs, Professional Competencies, Chaplain; other medical school, faculty, and university leaders as required

Protocol

1. Establish Incident Coordinator
2. Activate Administrative Management Team
3. Notify members at the University level, Dean & Vice President, Faculty of Health Sciences; Associate Vice-President, Academic; Associate Dean of Education; Director of Public Relations; Assistant Dean and Regional Assistant Deans of MD Program*

4. Establish the "university contact person"
5. Establish contact with family and determine "family contact person"

Issues to be discussed over time:

- o i. Describe our protocol
 - o ii. Explain what we look after from our end.
 - o iii. Ask about how university will update family and vice versa - limits by family about contacting student/family
1. Identify those in the medical school closest to the student: roommates, close friends, tutorial group, ProComp group, etc.
2. Activate counselling team: representatives from the Centre for Student Development and Student Affairs.
3. Contact tutors, preceptors, longitudinal facilitators, ProComp Directors, MF Directors and student advisor or, in the case of clinical rotations, the Department Coordinator responsible for the rotation (Clerkship Administrative Coordinator), the Clerkship Director responsible for that Clerkship and the student's preceptor.*
4. Notify all students in the program and faculty.*
5. Check with Registrar to verify if there are other students with the same name. Notify "same-name" student(s) and student's parents in advance of general media release, with appropriate consideration to privacy concerns.
6. Notify offices :
 - o a. Student Financial Aid
 - o b. Library
 - o c. Parking
 - o d. Security

In the event of a death,

1. In the event of a student death:
 - o a. Ask about funeral arrangements and if representation from the University and/or students would be welcome.
 - o b. Discuss potential memorial service and donations
2. Notify offices to remove name from files or systems
 - o a. Websites - medportal
 - o b. All e-mail lists and staff lists
 - o c. If in clerkship, rotation placements etc.
 - o d. Upcoming electives
 - o e. Registrar's Office
 - o f. OSAP, Student Financial Aid
3. Formal sympathy notification to the family from Dean and/or Assistant Dean.
4. Organize memorial planning committee and supply them with contact information for enquiries, donations, etc.

Planning a Memorial Service

In many cases a memorial service may be appropriate. In order to organize this appropriately the following membership is suggested:

MD Program or FHS Faculty member, most often the Assistant Dean or Regional Assistant Dean

MD Program Manager or Regional Program Administrator

Student Rep(s)

Faculty Member(s)

Student Affairs

Chaplaincy Official

Public Relations

Advancement Office