



TUS

**Technological University of the Shannon:
Midlands Midwest**

Ollscoil Teicneolaíochta na Sionainne:
Lár Tíre Iarthar Láir

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TUS Student Death Protocol 2022-2025



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1.0 Introduction

The death of a student is an upsetting event for the Technological University of the Shannon: Midlands Midwest community. It is important the Technological University reacts in a manner that recognises the loss of a member of the student body and supports those most affected by the death.

This protocol supports the diverse situations that surround the death of a student thus ensuring that TUS can respond sensitively, quickly, and appropriately to that death at discreet timelines. It recognises that the death of a student may be formally marked by a funeral or other types of observances that are in keeping with the cultural and religious beliefs of the deceased and their family.

The primary consideration always must be respect for the student who has died, their family, and their wishes.

This means that the information communicated should be limited to that which is necessary, appropriate, and complies with all relevant governing legislation (example: Data Protection, Freedom of Information).

While it is obviously essential that accurate information about the death of a student be communicated immediately to those who need it, it is also essential that this is done with an awareness of the sensitivity of the information and its impact on the recipients.

2.0 Immediate Actions

2.1 The Designated Central Contact Offices are the Chaplaincy / Pastoral Care Office and the Office of the Vice President Student Education and Experience.

2.2 Any member of staff of the Technological University, or student member, who becomes aware of the death of a student off-campus, should inform as soon as possible one of the designated central contact offices above.

In the case of an on-campus student death, the Critical Incident Management Plan should be implemented.

2.3 The Designated Central Contact Offices will coordinate and check if the student is a registered student, (registered on the Student Record Management System), and confirm the report of the death with an appropriate contact point (e.g., parish, police, funeral director).

2.4 In the event of the death of an international student whilst completing their studies in TUS, the Technological University will make contact and liaise with the relevant Embassy of the country of the deceased to coordinate and support the

communication of the death of a foreign national whilst studying abroad. TUS will be guided on this aspect of the protocol as appropriate by the Department of Foreign Affairs.

- 2.5 The Chaplaincy / Pastoral Care Office will initiate contact on behalf of TUS with the family of the deceased, convey condolences on behalf of the Technological University and ascertain the initial wishes of the family, (e.g., privacy, outline of arrangements). All official contact between TUS and the family will be conducted by the Designated Central Contact Office(s).

It is important that TUS only releases the information in relation to the deceased that the family want to release.

The primary consideration always must be respect for the student who has died and their family wishes.

- 2.6 The Designated Central Contact Office will initiate communications with the following immediate responding parties, which will be determined by the circumstances of the death:

- The President's Office
- The relevant Dean of Faculty, the relevant Head of Department
- The Academic Administration and Student Affairs Manager's Office
- The Head of Student Services
- The Counselling Service
- The reception in the relevant Campus
- The Students' Union in the relevant Campus
- The Estates Office, Caretakers and Health & Safety Office
- The Admissions/Registry Office
- The Student Health Unit
- The International Office, (if relevant), the Postgraduate Office, (if relevant)
- The Flexible Learning Office, (if relevant), the Accommodation Office, (if relevant).

- 2.7 The Head of Department, or a nominee known to the fellow students of the deceased, will, as soon as possible, communicate notice of the death with appropriate facts to the fellow students of the deceased and other lecturing staff who have interacted with the student through their programme of study. The facts presented must be consistent with the wishes of the bereaved family and must not disclose any personal information of the deceased or related parties that would be in breach of relevant governing legislation. The communication may be in person, or via an email correspondence, if the death occurs outside of the normal on-campus activity. The face-to-face visit by the Head of Department, or their nominee, to the lecture theatre/classroom can be accompanied by the Chaplain/Pastoral Care Co-

ordinator and/or the Counsellor.

The communication to the fellow students of the deceased will also take account of the following:

- They will be invited to avail of the counselling supports.
- They will be informed of the known funeral arrangements.
- They will be advised of any concessions on academic commitments.

Assistance by the TUS Students' Union with travel arrangements may be arranged, if appropriate.

- 2.8 The Dean of Faculty/School, the Head of Department, or the Programme Leader, may consider the suspension of some academic commitments for affected students, where appropriate, (e.g. to facilitate attendance at funeral services).
- 2.9 The Student Counselling Service will provide relevant support to the affected students as required.
- 2.10 The Student Health Unit will provide medical support and appropriate certification for deferrals and referrals as appropriate.
- 2.11 The Accommodations Office will liaise, where appropriate, with the student residences.
- 2.12 The Chaplaincy / Pastoral Care Office will normally open a Book of Condolence on campus(es) of TUS, along with a framed photo of the student.
- 2.13 The TUS flag may be flown at half-mast on the impacted campus on the day of notification of a student death and/or the day of the funeral service.
- 2.14 Any related media requests and correspondence will be directed to and through the Marketing and Communications Office.

3.0 Actions to be taken up-to and including the conduct of the Funeral Service

- 3.1 On-going communications will be maintained by the Designated Central Contact Office with the family and relevant parties within TUS as outlined in the previous section.
- 3.2 On-going and appropriate supports for the fellow students of the deceased and their housemates from the appropriate Student Services i.e., Counselling Service, Chaplaincy / Pastoral Care Office, Health Unit, Accommodation Office, and Students Union, will be maintained.

- 3.3 The Chaplaincy / Pastoral Care Office will circulate the published death notice, (e.g., www.rip.ie or newspaper), to the relevant parties within TUS, as listed earlier. The relevant Head of Department will keep the staff and students within the Department updated.
- 3.4 TUS will normally be represented at funeral services within Ireland. The wishes of the bereaved family are paramount in consideration of the TUS representation at the funeral. Typically, the Technological University Chaplain / Pastoral Care Coordinator, the Vice President for Student Education and Experience, a member of the academic staff and/or the Student Affairs Manager will represent TUS.
- 3.5 The Student Union, where appropriate, will liaise with the relevant students about travel arrangements to and from the funeral.

4.0 Post the Conduct of the Funeral Service

- 4.1 On-going communications will be maintained with the relevant parties within the Technological University, as appropriate.
- 4.2 On-going supports for the fellow students from the Counselling Service and Chaplaincy / Pastoral Care Office will be maintained, as required.
- 4.3 The Vice President Student Education and Experience, (or his/her nominee), shall ensure that Registry are requested to update the student record on the TUS Student Record Management System in order that no inadvertent communications occur, which might cause distress to the student's family. If relevant, the following may also be notified:
- Admissions/Registry Office
 - Examinations Office
 - Fees & Grants Office
 - Computer Services Helpdesk
 - Student Support
 - Learning Support Unit
 - Careers Office
 - Alumni Association
 - International Office
 - Library
 - Flexible Learning Office.
- 4.4 The Chaplaincy / Pastoral Care Office, in consultation with the Head of Department, shall ensure that any of the deceased student's personal items, (e.g., locker

contents, etc.), are conveyed to the family. The book of condolence may also be conveyed, if appropriate, following consultation with the family.

- 4.5 A letter of condolence will be sent to the immediate family of the student, where relevant, from the President's Office on their behalf and that of Governing Body within one month of the funeral service. The Chaplain/Pastoral Care Co-ordinator will liaise with the President's Office regarding this letter.
- 4.6 The Head of Department will bring the death of a student to the notice of the relevant Examination Board(s).
- 4.7 In consultation with the family of deceased student(s), arrangements, as appropriate, may be made for:
 - A posthumous academic award if the student is in the award stage of a programme.
 - A Memorial service, (e.g.: Month's mind).
- 4.8 Where possible photographs used for TUS marketing purposes should be checked against the list of deceased students.

5.0 Suggested Aids for Condolence Correspondence

5.1 Email to the Immediate Responding Parties



It is with regret, that we were informed today, that student____(TU000)
has died.

Further details, such as funeral arrangements, will follow.

Sincerely,

5.2 Suggested Text to use for Condolence Correspondence



I would like to express my sincere condolences for the unexpected death of your _____.

On behalf of the Governing Body, President, Staff and Students of the Technological University of the Shannon: Midlands Midwest we wish express our sincerest condolences on the death of your beloved _____.

On behalf of the entire Faculty/School/Department, please accept our sympathy. I can only imagine what a difficult loss this will be for you and your family.

It is with great sadness that I write to you to express the condolences of the entire Technological University of the Shannon: Midlands Midwest community and myself on the death of your _____.

I wish to extend our deepest sympathies to you, her/his loving family.

The news of the sudden and untimely death of _____ came as a great shock to us. S/he is greatly missed by her/his classmates and by her/his many fellow students.

On behalf of her/his academic lecturers, I wish to express their heartfelt sorrow at your loss.

I would like to acknowledge her/his valued participation and contributions in the _____ programme of study. We are justly proud of her/his achievements while here in the Technological University of the Shannon: Midlands Midwest.

I hope that you will find comfort in the knowledge that you are in our thoughts and prayers and that we share in your loss.

All the members of the Technological University of the Shannon: Midlands Midwest have sent their sincere sympathy to you and your family. Please pass on our commiserations to your family and friends.

Ar dheis Dé go raibh a anam (he)/h-anam (she)/n-anamnacha (they).