

# Postvention: A Guide for Response to a Sudden Death at UC Davis

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The purpose of these guidelines is to assist UC Davis faculty and staff in responding to a sudden death on campus. While some campus officials play a more active role in responding to a sudden death, it is important that all UC Davis faculty and staff have a working knowledge of these guidelines. Although UC Davis strives to respond in a consistent manner, the unique facts and circumstances of each situation may lead the campus to adjust the actions suggested in these guidelines.



### **Primary University Contact**

Vice Chancellor for Student Affairs 530-752-6866

### **Secondary University Contact**

Associate Vice Chancellor for Health, Wellness and Divisional Resources 530-752-2530

### **Primary Support Contact and Executive Assistant for VCSA**

VCSA Business Operations Manager 530-752-2613

### **Other Associate Vice Chancellors for Student Affairs**

AVC for Student Life, Campus Community and Retention Services 530-752-8787

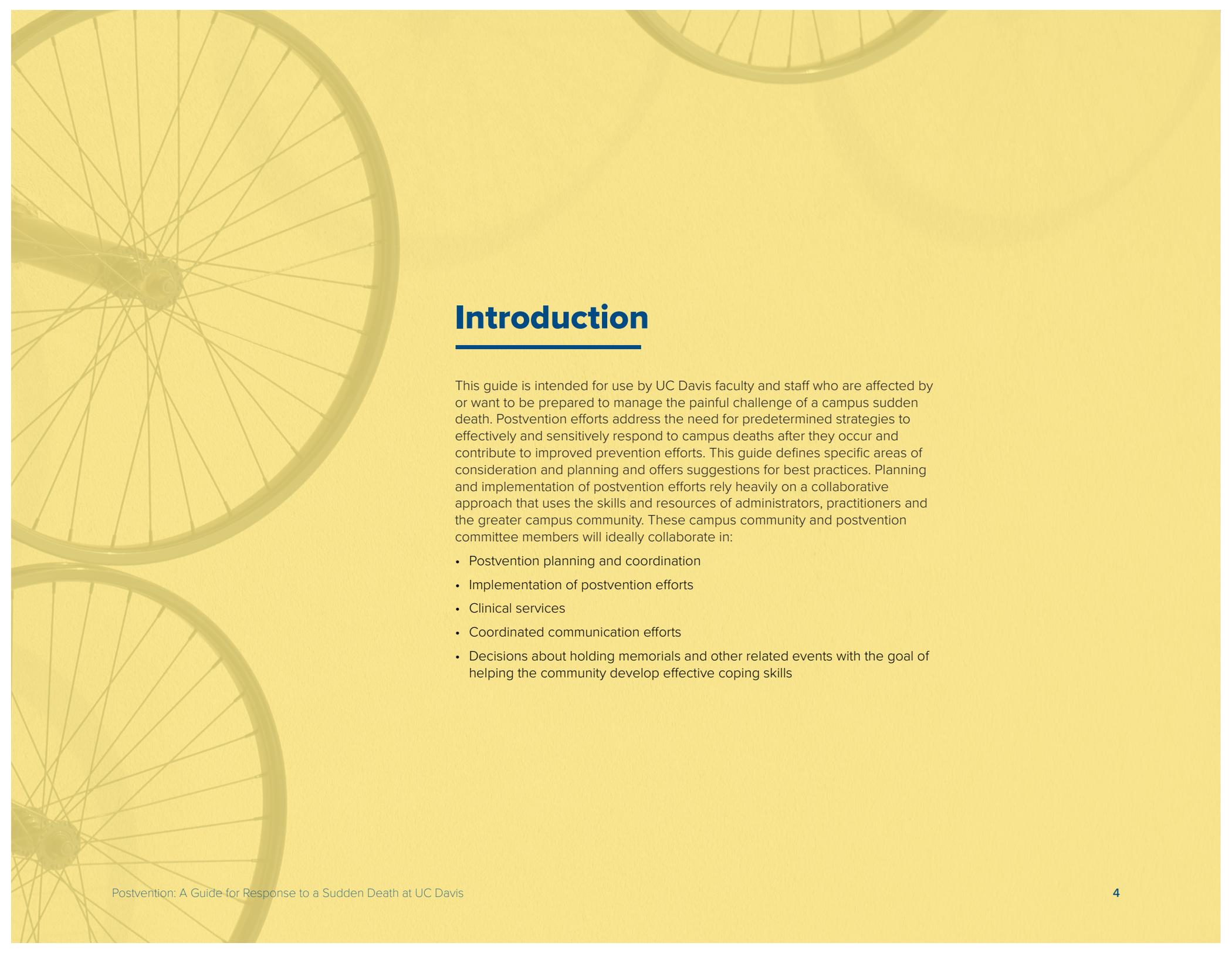
AVC for Housing, Dining and Divisional Operations 530-752-0339

### **Student Affairs Directory**

[studentlife.ucdavis.edu/about-us/directory](http://studentlife.ucdavis.edu/about-us/directory)

## Table of Contents

<b>4</b>	Introduction
<b>5</b>	Postvention Committee and Membership
<b>6</b>	Defining Postvention
<b>7</b>	Postvention Planning
<b>8</b>	Coordination and Support
<b>10</b>	Responding to and Reporting a Student Death
<b>13</b>	General Communication Guidelines
<b>14</b>	Campus Notifications
<b>15</b>	Media Inquiry Guidelines
<b>15</b>	Faculty Guidelines
<b>16</b>	In-Person Support Services Checklist
<b>20</b>	Records of Deceased Students
<b>21</b>	<i>Appendix A: UCD PPM 280-10 Death of a Student, Former Student, or Applicant</i>
<b>22</b>	<i>Appendix B: Student Affairs Process Map: Death of a Student – Notification and Support</i>
<b>24</b>	<i>Appendix F: Campus Resources</i>



## Introduction

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This guide is intended for use by UC Davis faculty and staff who are affected by or want to be prepared to manage the painful challenge of a campus sudden death. Postvention efforts address the need for predetermined strategies to effectively and sensitively respond to campus deaths after they occur and contribute to improved prevention efforts. This guide defines specific areas of consideration and planning and offers suggestions for best practices. Planning and implementation of postvention efforts rely heavily on a collaborative approach that uses the skills and resources of administrators, practitioners and the greater campus community. These campus community and postvention committee members will ideally collaborate in:

- Postvention planning and coordination
- Implementation of postvention efforts
- Clinical services
- Coordinated communication efforts
- Decisions about holding memorials and other related events with the goal of helping the community develop effective coping skills

# Postvention Committee and Membership

## **Purpose:**

The Postvention Committee is a campuswide committee coordinated under the Office of the Vice Chancellor for Student Affairs (VCSA). The committee will work collaboratively in a unified manner to ensure that the campus:

- quickly convenes and organizes resources;
- provides prompt response;
- sets up communication channels on campus and with relevant off-campus offices and agencies;
- supports campus safety and healing; and
- provides support to the complex mental health issues for individuals and groups that may arise after a student death.

## **Meeting Frequency:**

The Postvention Committee will convene for the following meeting types:

### **Standing Meetings:**

- Quarterly meetings to discuss postvention strategies and campus updates and to explore opportunities for improvement.

### **Ad Hoc Incident Meetings:**

- In the event of a campus sudden death, the Postvention Committee convenes within 48 hours to coordinate and plan a response.
- Membership varies and other ad hoc campus stakeholders may be requested to attend based on incident (i.e, if study abroad student, Study Abroad representative attends).
- The VCSA may call a meeting to review the circumstances of the sudden death approximately two weeks after the event. In addition to a review of the interventions used, postvention efforts and support strategies will be discussed as well as recommendations for an enhanced response to similar future incidents.

### **Membership Term:**

- Each member shall serve a minimum term of two years.
- Membership will be staggered based on term date. Half of the membership will transition on an annual basis so the membership can maintain consistency while also incorporating new members.
- University representatives listed below will be delegated by respective division, department and unit.

### **Membership:**

- Co-Chairs (2):
  - Associate Vice Chancellor for Health, Wellness and Divisional Resources or delegate (1)
- Committee member at large (1)

### **University Representatives (21):**

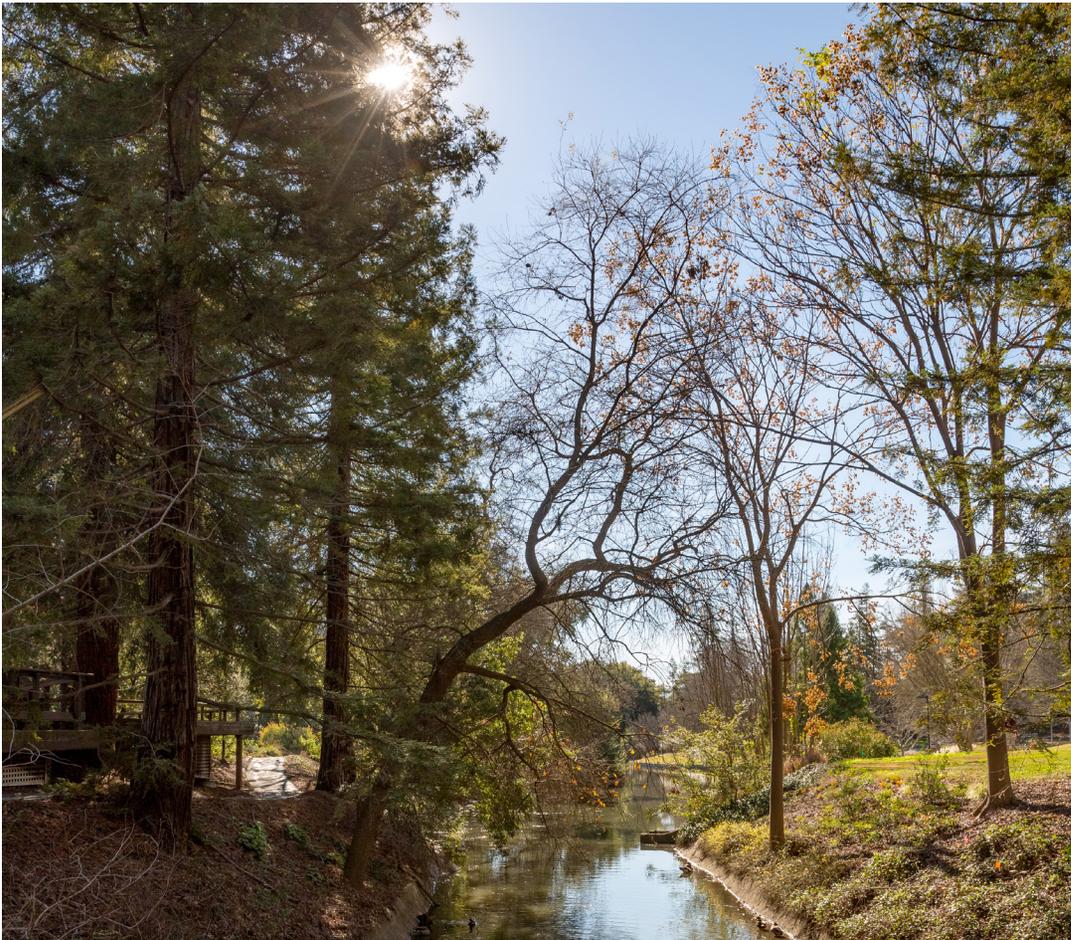
- Student Affairs: Office of the VCSA – Committee Coordinator (1)
- Student Housing and Dining Services (1)
- Student Health and Counseling Services (2)
- Student Disability Center (1)
- Center for Student Involvement (1)
- Office of Student Support and Judicial Affairs (1)
- Intercollegiate Athletics (1)\*
- UC Davis Police Department (1)
- Strategic Communications (1)
- Council of Associate Deans (CAD) (1)
- Undergraduate Advisor (1)
- Graduate Studies (2):
  - Assistant Dean, Graduate Studies
  - Associate Dean, Graduate Students and Postdoctoral Scholars
- Global Affairs/Services for International Students and Scholars (SISS) (1)
- Study Abroad (1) \*
- Safety Services/Risk Management (1)
- Office of the Campus Counsel (1)
- Academic and Staff Assistance Program (ASAP) (1)
- Student Representative (2):
  - Undergraduate – Associated Students, University of California, UC Davis (1) \*\*
  - Graduate – Graduate Student Association (1) \*\*

*\*ad hoc incident meeting*

*\*\*Standing meeting members only*

## Defining Postvention

Postvention is the provision of psychological support, crisis intervention and other forms of assistance to those affected by a campus sudden death. Postvention involves a series of planned interventions with those affected by a sudden death event with the intention to facilitate the grieving or adjustment process, stabilize the environment, reduce the risk of negative behaviors and limit the risk of further deaths through contagion.



## Goals of Postvention

In the aftermath of a sudden death on campus, postvention efforts are directed towards helping the campus community get back to their pre-crisis level of functioning and even to develop new skills for dealing with challenges in the future. Postvention efforts should effectively:

- help those impacted by sudden death deal with the current trauma and grief and reduce the intensity of an individual's or group's emotional, mental, physical and behavioral reactions to a crisis.
- stabilize the campus community, restore some semblance of order and routine, and help the community develop coping skills and return to their pre-crisis level of functioning.
- prevent (or at least limit the risk of) further deaths and imitative suicidal behavior through contagion, as other students in the community who are struggling with psychological pain may be influenced to act in a similar way.
- help students, faculty and staff solve problems to help to enhance independent functioning.
- facilitate understanding and help the campus community process what has happened, encourage the expression of difficult emotions and help individuals understand the impact of the event.
- avoid institutionalizing grief.
- allow for learning from current postvention efforts to improve future prevention, postvention and response efforts.

## Postvention Planning

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These postvention guidelines allow the campus to have a plan in place in advance of a campus sudden death that is specific enough to be useful while flexible enough to apply to different circumstances. Pre-crisis planning is critically important in the aftermath of a campus sudden death when emotions and tensions are high to assure that a coordinated response is rapid and resources are provided quickly. Having a postvention plan in place prior to a sudden death also allows for more effective communication among the multiple campus stakeholders involved in responding and caring for the campus community.

## Coordination and Support

### Coordination

Crisis prevention, intervention and postvention involve a number of different units on campus that typically communicate with each other and share responsibility for intervening and deciding whom else to involve. In general, the Office of the VCSA will coordinate notification and crisis intervention services (reference Appendix A – UCD PPM 280-10: Death of a Student, Former Student or Applicant) but, in some specific cases, other offices might be more appropriate for coordination.

Coordination of services involves a number of steps that include:

- Assessing the situation, with particular attention to the nature of the sudden death;
- Identifying person(s) who may need support;
- Determining who will provide direct and indirect services;
- Informing appropriate individuals or offices of the situation;
- Following up with individuals and offices about what action they will take;
- Following up to assess the impact of interventions;
- Determining whether or not future action is necessary;
- Holding a postvention review after the sudden death event to examine the effect of the response. Persons who were involved in responding to this crisis, including all backup and support services, will be involved in this review. In addition, persons affected by the sudden death will be invited to provide feedback regarding the response.

### Support

Support may be provided to a student in crisis in a number of ways. Since students in crisis are often more receptive to intervention, staff members may use this opportunity to help them learn from their experiences. Students who are in crisis may benefit from personal, academic or financial support. Providing support is a responsibility that can be shared among staff members, family, friends and other persons. As part of a broad-based umbrella of support, a student can be referred to student services, including, but not limited to Student Health and Counseling Services, the Office of Student Support and Judicial Affairs, Financial Aid and Scholarships, Academic Advising, Office of the University Registrar, etc. and other units as appropriate.

When providing support to a student in crisis:

- **Stay Calm.** Since a person in crisis may lose perspective it is important that you stay calm so that the situation can be assessed and an intervention planned.
- **Make contact at a feeling level rather than a factual level.** As crises often involve loss or grief, it is important to try to identify feelings that the student may have, such as anger, sadness and hopelessness. Keep in mind that the student has a right to experience their feelings and try not to rush the student through this phase. Stay attuned to your responses to the feelings and try to respond without being judgmental or dogmatic.
- **Explore the current problem.** Focus on the past six weeks and identify what might have occurred to precipitate the onset of the crisis. Ask open-ended questions, and encourage the student to be specific.
- **Summarize the problem.** Summarize the problem so that you and the student are in agreement regarding the issues.



Support may also be provided to students in the academic and financial areas. For example, if the close friend of a student dies suddenly, the Office of Academic Affairs (Graduate or Undergraduate Deans) can be notified of this situation, which may result in the student's being permitted to take incompletes in all courses. Likewise, if the parent of a student dies suddenly, causing financial problems for the student's family, Student Accounting can be contacted to approve alterations in the billing schedule.

Below are listed some possible steps that can be taken by academic staff to help support a student in crisis. When appropriate academic chairpersons and the Dean's Office of a student's respective college should be consulted:

- Recommending Counseling Services, as appropriate.
- Extending deadlines for coursework and examinations.

- Offering special tutoring, make-up work or examinations.
- Excluding one or more test grades from the final grade computation.
- Computing the final grade or class standing, without all work being completed.
- Facilitating a personal or medical withdrawal.
- In the case of financial crisis, the Offices of Financial Aid and Scholarships or Student Accounting may be able to assist by suggesting who to notify in order to alter payment schedules, receive emergency funds or facilitate other arrangements.
- Focus on amelioration and explore resources. It is important to ask the student about what resources and willingness they have to resolve the crisis. Questions can focus on the nature of the student's support system, the positive things in their life and their willingness to seek appropriate assistance.
- Consult. If there are any questions, please contact the Office of the VCSA.



## Responding to and Reporting a Student Death

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UC Davis intends to provide a safe and positive environment for all students. When a sudden death does occur, it is incumbent upon the campus to respond in a sensitive and caring manner, recognizing that individuals respond in different ways to different circumstances that may surround a death. The death of a student affects the entire campus community, as well as the family and friends of the deceased. These guidelines are designed to help UC Davis faculty and staff respond to the death of a student in a coordinated manner.

## Guidelines

**1. Do not disturb the death scene.** Remember that, unless rendering first aid, it is extremely important not to disturb a death scene. Therefore, exit the area immediately. If at all possible, secure the area in question, being careful to touch as little as possible. If there is another person with you, one of you should stay at the scene to keep others from tampering with the death scene while the other calls the UC Davis Police Department (UCDPD).

**2. If on campus, call UCDPD at 530-752-1230; if off campus, call 911.** [police.ucdavis.edu/contact-information](https://police.ucdavis.edu/contact-information) The police department will alert medical personnel as needed. Be prepared to report your exact location. If the death occurs in the City of Davis or Yolo County, UCDPD may be notified by the corresponding law enforcement agency. In the event another campus official is informed of the student's death, that official must contact UCDPD as soon as possible to convey the information.

In the case of an on-campus death, UCDPD will send an officer to the location immediately to secure the scene and begin an investigation. All deaths on campus will be investigated by UCDPD to determine if there are any signs of possible foul play. The area where the deceased is found will be treated as a crime scene and no one, including the media, will be permitted in the area until such time as police and medical officials approve.

Police, medical personnel or the medical examiner will contact next of kin to inform them of what has happened to their student and answer any questions they may have about the cause of or circumstances around the death.

**3. Report a death to the Office of the Vice Chancellor for Student Affairs (VCSA).** All university personnel must immediately report the death of any student (registered, former or applicant) to the Office of the VCSA at 530-752-2613 or 530-752-6866. The UCDPD or the Coroner's Office will notify the VCSA as soon as possible.

The VCSA is responsible for coordinating the campus response to the death of a student (including a student on PELP or Deferred Enrollment status), former student or applicant, and for disseminating information to the campus community. The VCSA will activate the procedures for reporting, campus notification and subsequent responsibilities in the event of the death of a UC Davis student as set forth in UC Davis Policy and Procedure Manual (UCD PPM) Chapter 280-10: Death of a Student, Former Student, or Applicant (*Reference Appendix A*).

**4. If a death occurs during university sponsored travel,** the university staff member accompanying the trip should immediately contact local emergency services and the local law enforcement agency. As soon as possible once the situation is secured, the university staff member will contact the Office of the VCSA at 530-752-2613. Refer to PPM 280-10 for process.

**5. If a death occurs while a student is studying abroad,** the program leader or representative of host institution will contact UCDPD Dispatch Center (530-752-1230) and the US Embassy or Consulate. Refer to PPM 280-10 for process.

Calls to the UC Davis Police Department Dispatch Center involving international incidents are then routed to UC Davis incident response personnel. If you are calling on behalf of someone else, have as much information about the person(s) involved or incident as possible such as:

- The nature of the emergency or incident
- The current condition of the person(s) involved
- The person's affiliation (e.g., student, staff, faculty, researcher) and department
- Methods and reliability of future communication with the affected individual(s)

Emergency information and additional safety and security information is also available for UC Davis students participating in study abroad programs administered by the University of California Education Abroad Program (UCEAP). The 24-hour emergency phone number for UCEAP is 805-893-4762.

**6. Under no circumstances should university personnel make any comment or statement about the cause of death.** Under California law, only a medical examiner has authority to determine the cause and manner of a death that is not attended by medical personnel and other types of death, including but not limited to deaths that might reasonably have been due to a violent or traumatic injury or accident. In the event of the death of a student, all requests for information from news media personnel should be referred to Strategic Communications News and Media Relations at 530-752-1930. At no time should any staff involved discuss the incident with any persons not directly responding to the situation.

**7. The VCSA will immediately convene the Postvention Response Team** (see page 5 for Postvention Committee and Membership section)

8. As soon as possible, and within 48 hours, the Office of the VCSA will determine the need for additional support, and refer to appropriate individuals or campus resources (*Reference Appendix B*), including:

- Student Health Services and Counseling Services for medical or psychological concerns;
- Units within the Division of Student Affairs, whose staff members may be able to address specialized issues if the student is a student of color, an international student, a member of the LGBTQIA+ community or a disabled student. Such offices may provide assistance regarding both educational and support services for our diverse population;
- Offices in the Office of Academic Affairs, including: the appropriate academic dean's office (graduate or undergraduate), who will notify the faculty and provide assistance with academic accommodations, and the Educational Opportunity Program for support of their students;
- Student Housing and Dining Services, who will assess the response and request support services for students in residence halls;
- Financial Aid and Scholarships, who will determine if the student was receiving aid to notify lenders;
- Student Accounting to ensure updating and appropriate management of billing records;
- Office of the Registrar (OUR), to update the student information system.

9. The Office of the VCSA will coordinate support offered to students and student groups affected by the death if deemed necessary, such as the student's roommates, members of an RSO, etc. Outreach services should address the following points:

**FOR STUDENTS:**

- Make timely contact with friends of the deceased student;
- Encourage expression of feelings;
- Promote peer support among friends of the victim;
- Encourage campus attendance at a memorial service as appropriate;
- Avoid glamorization of death;
- Encourage students to develop coping skills that allow resumption of routine.

**FOR FAMILY:**

- Make appropriate housing arrangement for parents and other family members visiting campus;
- Offer brief Counseling Services as appropriate and language interpreters as appropriate;
- Provide assistance in concluding university business, e.g., gathering the student's personal effects. In this, as in all instances, sensitivity to the family's wishes and requests will be paramount.



## General Communication Guidelines

Out of respect for a student's next of kin and community, UC Davis does not release names or cause of death to individuals. If the family of the deceased student requests or authorizes a university announcement or memorial service, the name of the student may be announced. Under California law, only a Medical Examiner has authority to determine the cause and manner of a death that is not attended by medical personnel and other types of death, including but not limited to deaths that might reasonably have been due to a violent or traumatic injury or accident. Accordingly, no person involved in the campus's response to a student death will speculate as to the cause of death or make statements assigning responsibility for the cause of death.

Campus personnel, including Strategic Communications staff in response to media inquiries, will not address causes of student deaths. In the event of media inquiries about sudden death, as a general topic, the Executive Director of Student Health and Counseling Services, Director of Counseling Services or another qualified individual will be identified as a spokesperson in consultation with the VCSA. Designated spokespersons involved in media interviews should meet or speak with Strategic Communications prior to the interview to review protocol. Students, parents, faculty and staff are discouraged from making comments or giving interviews to the media. Strategic Communications will emphasize postvention services and resources that assist the campus in moving towards healing in media statements and responses.

Media restrictions also apply to members of student media. It is recognized that students who are also members of student media organizations may also be affected by student deaths on campus. UC Davis

students, therefore, will not be excluded from any media-restricted events provided they do not represent media outlets or attempt event coverage of any kind, including note taking, interviews, photography and videography, while in attendance.

On occasion, UC Davis may share information internally, on a very limited basis, before the next of kin is notified so that we can begin to collect information to communicate to the family and campus community. We must be careful in these situations not to communicate about the student's death prematurely, even though we must navigate communication with the family and with impacted communities (e.g. roommates, friends, etc.) to offer support.

Once the death has been confirmed and the next of kin has been notified by proper authorities, the Office of the VCSA sends a letter of condolences to the next of kin, with university resources included.



## Campus Notifications

Any university official or office who may learn of a student death or is contacted (in person or other) should immediately contact the Office of the VCSA (see page 1 for contact information) so that the matter can be investigated and procedure defined above and within PPM 280-10 be initiated.

Per PPM 280-10: Following verification of the student's (registered, former, or applicant) death via the Coroner's Office, the Office of the VCSA notifies the following offices of the death, as appropriate:

- Offices of the Chancellor and Provost
- Office of the University Registrar
- Strategic Communications
- Student Health and Counseling Services
- Risk Management Services
- Dean of the student's department or graduate program and college or school
- Associate Dean of Undergraduate Programs of the student's department or graduate program and college or school
- Chair of the student's department or graduate group/major professor
- Executive Director – Advancement Services
- Director of the unit that employed student, if applicable
- Financial Aid and Scholarships Office
- Executive Director – Cal Aggie Alumni Association (CAAA)
- Director – Office of Student Development, Student Housing and Dining Services (SHDS)
- Director – Office of Student Support and Judicial Affairs (OSSJA)
- Director – Intercollegiate Athletics (ICA)

- Director – Services for International Scholars (SISS)
- Student Accounting
- Associate Vice Chancellors for Student Affairs
- UC Davis Police Department
- Undergraduate Education
- Graduate Studies
- Vice Provost and Associate Chancellor – Global Affairs
- Director – Student Disability Center

The death notification includes the following information, as applicable:

- Student name
- Student status (undergrad, grad/professional, global affairs [study abroad, international])
- Student identification number
- College
- Major or graduate program
- Level or graduate degree objective
- Date of birth
- Date of death
- Location
- Name of the Coroner's Office and the Coroner's official who confirmed the death
- Cause of death (accident, medical condition, crime, undetermined)

### **Media Inquiry Guidelines**

News and Media Relations in the Office of Strategic Communications will be responsible for collecting and disseminating information to the media. All media requests for information should be directed to this office. News and Media Relations will work with UC Davis Police Department, the Office of the VCSA, and the Office of the Campus Counsel to





maintain the accuracy and ensure the legality of the information disseminated. News and Media Relations will ensure consistent and accurate dissemination of communications. Please use the following guidelines in cases when a public inquiry is received via:

- 1. Telephone:** Telephone inquiries should be directed to Director-News and Media Relations at [530-752-2542](tel:530-752-2542).
- 2. Emails:** Email inquiries should be directed to Director-News and Media Relations.
- 3. Social Media:** Social media inquiries should be directed to Director-Social Media at [530-754-0622](tel:530-754-0622).

### *Faculty Guidelines*

Faculty members should expect to be approached by students affected by a sudden death. These students may ask that they be allowed to miss class or postpone some of their academic responsibilities. In this case, the faculty member should refer the student to the Office of the VCSA for assistance. It is important to facilitate the grieving process as well as stabilize the environment by reducing the highly emotional tone of the campus, bringing it back to its more ordinary state.

When approached by students affected by a sudden death:

- Handle each request on a case-by-case basis.
- Do not cancel class or assignments for everyone. It is important to continue routine schedules.

- If a service is scheduled at the same time as a class, refer to your attendance policies. Students can decide individually if they are willing to pay any attendance penalty that a faculty member has laid out in their syllabus and miss class to go to the service. Faculty members intending to go to the service should do whatever they ordinarily do when they cannot meet a class for personal reasons.

Along with other members of the campus community, faculty members can play an important role in helping students who are struggling with the loss of a friend or classmate. Suggestions for faculty to support students in crises following a death are as follows:

- Consult with appropriate offices on campus, such as the Office of the VCSA, Office of Student Support and Judicial Affairs, and Student Health and Counseling Services.
- Identify Counseling Services to students in distress or crisis.
- Identify the Academic Assistance and Tutoring Centers to students who need tutoring services.
- Offer to meet with the student to provide extra assistance with assignments.
- Extend an assignment deadline.
- Provide make-up work or examinations.
- Exclude one or more test grades from the final grade computation.
- Compute the final grade or class standing without all work being completed.
- Facilitate a leave of absence or medical withdrawal if that becomes necessary.
- Faculty may talk about or recognize the loss in class. **Before talking about the death, faculty should seek assistance from the Office of the VCSA or Counseling Services.**

## In-Person Support Services Checklist

**Purpose:** to provide a resource to staff and faculty when meeting with the next of kin of a deceased student. This checklist serves as a resource to ask questions when meeting with next of kin.

**Reminder:** Any office or individual in the university community who learns of the death of a student or is contacted (in person or other) should immediately contact the Office of the Vice Chancellor of Student Affairs (see below), so that the matter can be investigated and procedure described below and within PPM 280-10 be initiated.

### Office of the Vice Chancellor for Student Affairs Contacts:

- **Vice Chancellor, Student Affairs**
  - Primary university contact: **530-752-6866**
- **Associate Vice Chancellor for Health, Wellness and Division Resources**
  - Secondary Contact: **530-754-5658**
- **VCSA Business Operations Manager**
  - Primary support contact and Executive Assistant for VCSA
    - **530-752-2613**
- **Other Associate Vice Chancellors for Student Affairs**
  - AVC for Student Life and Campus Community and Retention Services
    - **530-752-5525**
  - AVC for Student Housing, Dining and Divisional Operations
    - **530-752-0339**
- **Student Affairs Directory**

### Housing (student and general):

- Do you need assistance with student housing (on or off campus)?
  - **Department:** Student Housing and Dining Services (SHDS)
  - **Primary Contact:** Director-Office of Student Development, **530-752-6588**
  - **Secondary Contact:** Executive Project Analyst, **530-752-9876**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_
- Do you have hotel arrangements while in town?
  - Hilton Garden Inn-Davis Downtown may give a discount under the circumstances – 110 F Street, Davis. Speak to General Manager directly.
  - **Contact:** General Manager, **530-753-3600 ext. 105**
  - **Secondary Contact:** SHDS Community Housing Manager, **530-752-9876**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_

### Dining Services:

- Did your student have a meal plan and if so, will you need assistance with a meal plan refund?
  - **Department:** Student Housing and Dining Services (SHDS)
  - **Contact:** Executive Project Analyst, **530-752-9876**
  - **Secondary Contact:** Dining Services Admin Office, **530-752-6355**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_
- Can we arrange for meal vouchers for your family at the Dining Commons?
  - **Department:** Student Housing and Dining Services (SHDS)
  - **Contact:** Executive Project Analyst, **530-752-9876**
  - **Secondary Contact:** Dining Services Admin Office, **530-752-6355**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_

### Transportation and Parking:

- Do you need an on-campus parking permit? If so, for how many days?
  - **Department:** Transportation and Parking Services (TAPs)
  - **Contact:** Parking Operations Manager, **530-752-3275**
  - **Secondary Contact:** Transportation Demand Manager, **530-752-6453**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Insurance Services – Student Health and Counseling Services:

- Do you need information about insurance benefits regarding repatriation of remains or anything else?
- Do you know if your student had Student Health Insurance Plan (SHIP) or another insurance?
- If not SHIP, do you have the information about the other insurance?
  - **Department:** Student Health and Counseling Services (SHCS)
  - **Contact:** Insurance Coordinators, **530-752-6055**
  - **Secondary Contact:** Insurance Services Supervisor, **530-752-2324**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Communication(s):

- Are you interested in the campus emailing a message to students and/or the campus community?
  - **Department:** News and Media Relations – Office of Strategic Communications
  - **Contact:** Director-News and Media Relations, **530-752-2542**
  - **Secondary Contact:** News and Media Relations Specialist, **530-752-8248**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Communication(s) (continued):

- Social media inquiries should be directed to:
  - **Department:** Social Media – Office of Strategic Communications
  - **Contact:** Director-Social Media, **530-754-0622**
  - **Secondary Contact:** Director-News and Media Relations, **530-752-2542**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Would you like the university to contact student’s friends?
  - **Department:** Office of the Vice Chancellor for Student Affairs (VCSA)
  - **Contact:** Office of the VCSA Business Operations Manager, **530-752-2613**
  - **Secondary Contact:** Executive Project Analyst, **530-752-9876**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Would you like the university to contact student’s past/current roommates?
  - **Department:** Student Housing and Dining Services (SHDS)
  - **Contact:** Director-Office of Student Development, **530-752-6588**
  - **Secondary Contact:** Executive Project Analyst, **530-752-9876**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Would you like the university to contact members of a registered student organization(s) that the student was involved with (club/organization/Greek)?
  - **Department:** Center for Student Involvement (CSI)
  - **Contact:** Director-Center for Student Involvement, **530-752-7441**
  - **Secondary Contact:** Assistant Director-Center for Student Involvement, **530-752-8037**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Support Services:

- Do you need translation services?
  - **Department:** Office of Student Support and Judicial Affairs (OSSJA)
  - **Contact:** Assistant Director of Student Support, **530-752-1128**
  - **Secondary Contact:** Student Health and Counseling Services
  - **Contact:** Supervisor of the Day, **530-752-0871**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
- Are you interested in using ASUCD legal consultation re: legal questions for 15 minutes?
  - **Department:** ASUCD Legal Services
  - **Contact:** [Website](#)
  - **Secondary Contact:** ASUCD Office Coordinator, **530-752-2788**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Community Services:

- Would you like to host a memorial service on campus?
  - **Department:** Office of the Vice Chancellor for Student Affairs (VCSA)
  - **Contact:** Office of the VCSA Business Operations Manager, **530-752-2613**
  - **Secondary Contact:** Office of the VCSA Project Analyst, **530-752-2216**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
- Do you need assistance with funeral arrangements?
  - **Department:** Office of Student Support and Judicial Affairs (OSSJA)
  - **Contact:** Assistant Director of Student Support, **530-752-1128**
  - **Secondary Contact:** Office of the VCSA Business Operations Manager, **530-752-2613**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
- Are there cultural or language concerns or requirements?
  - **Department:** Office of Student Support and Judicial Affairs (OSSJA)
  - **Contact:** Assistant Director of Student Support, **530-752-1128**
  - **Secondary Contact:** Office of the VCSA Business Operations Manager, **530-752-2613**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Student Health and Counseling Services:

- Would you like to discuss your loss with a counselor?
  - **Department:** Student Health and Counseling Services
  - **Contact:** Clinical Director, **530-752-0871**
  - **Secondary Contact:** Director, **530-752-0871**
  - **Backup Contact:** Supervisor of the Day, **530-752-0871**
  - **Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Automated Resources:

- Academic/College:
  - Dean notifies Associate/Assistant Deans, Director of Advising/ Undergraduate Programs, and Chair of dept.
  - Advising office follows below process if student is eligible for any type of certificate: posthumous degree/certificate, etc.
- Posthumous degree or advanced status certificate:
  - Eligibility: Undergraduates who have a cumulative grade point average of 2.0 or higher and are within 15 units of completing degree requirements (approved by executive council of the Academic Senate)
  - Respective college “Programs/Advising” office requests degree approval from Academic Senate.
  - If approved, the college “Programs/Advising” office contact (usually Director) communicates with Office of VCSA
- Student Accounting:
  - Process the request to credit account:
    - If the student has an active direct deposit, the credit is deposited
    - Current process is to wait 40 days after the student death to process refund
- Financial Aid:
  - Notifies lenders
- Office of the Registrar:
  - Record marked inactive
  - Notifies student’s instructors
- Student Housing and Dining Services:
  - Housing contract is closed and if applicable, refund processed
  - Dining meal plan is closed and refund processed
- Continuing Education and Professional Development:
  - When a student passes, provide students that are here in our program(s) with support, the family of the student effected support, and work with the proper agencies involved depending on the situation. We also follow the proper protocols depending on the country the student is from.

## Records of Deceased Students

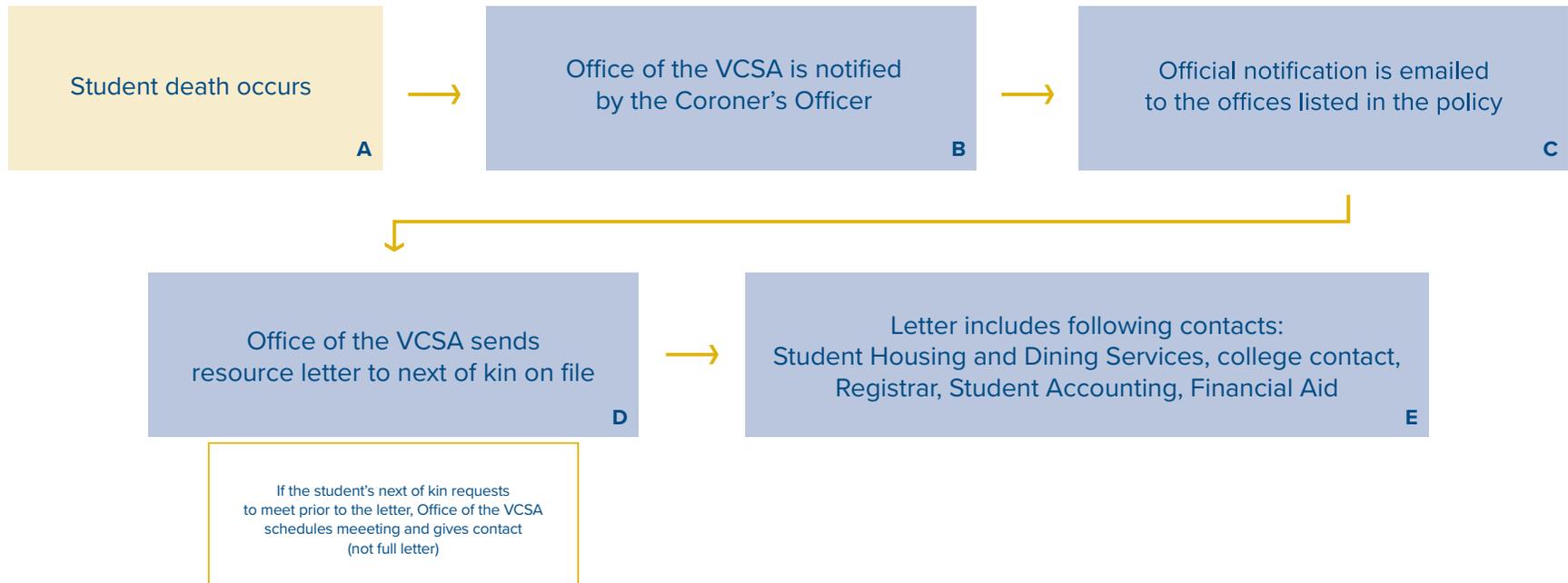
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For academic record requests, please contact the Office of the University Registrar at **530-752-3639** or visit their website at [registrar.ucdavis.edu/records](http://registrar.ucdavis.edu/records). For medical or counseling records, please contact Student Health and Counseling Services (SHCS) Release of Health Information Department located at the UC Davis Student Health and Wellness Center or call **530-752-2300** and select Health Records/Release of Information. For information, please visit the SHCS website at [shcs.ucdavis.edu/about/medical-records-release](http://shcs.ucdavis.edu/about/medical-records-release). For all other questions relating to the request for academic or health and counseling records, please contact the Office of the Campus Counsel at **530-754-6295**.

## **Appendix A: UCD PPM 280-10: Death of a Student, Former Student, or Applicant**

VIEW POLICY HERE: [ucdavispolicy.ellucid.com/documents/view/263/active](https://ucdavispolicy.ellucid.com/documents/view/263/active)

## Appendix B: Student Affairs Process Map: Death of a Student – Notification and Support



## If next of kin requests resources:

### College Process

- Dean notifies Associate/Assistant Deans, Director of Advising/Undergraduate Programs and Chair of department
- Advising office follows process (page 24) if student is eligible for any type of certificate: posthumous degree or certificate, etc.
- College may request address of student to send personalized letter to next of kin

### Services for International Students and Scholars

- Review the checklist, if SISS is the first point of contact and refer to VCSA
- Close the SEVIS record after receiving verification of the student's death (this must be done within 21 days of official notification)
- Close the Sunapsis record (our internal database)
- Offer condolences

### State Health Insurance Assistance Program (SHIP)

- The plan pays for a death under these conditions (max coverage; \$25,000):
  - For student or dependent whose country of permanent legal residence is not the United States, while in the United States
  - For student who is a legal US resident, while traveling outside the US
  - One or more persons have incurred expense for the preparation and transportation of the student's remains to country of legal residence for burial
- The following are not covered:
  - Preparation and transportation within the US for a legal US resident
  - Travel expenses of anyone accompanying the body to country of residence or traveling for purpose of visitation
  - Funeral expenses

### Registrar:

- Marks the student's record inactive
- Notifies student's instructors

### Student Accounting:

- SA will process the request to credit account:
  - If the student has an active direct deposit, the credit is deposited
  - Current process is to wait 40 days after the student death to process the refund
- If direct deposit does not go through, they will be notified that the bank rejected the deposit
- SA will then send a letter to the physical address on file asking the next of kin to notarize the reimbursement request
- Next of kin sends back
- SA cuts a check and sends it to physical address

### Financial Aid:

- If the student is receiving aid, FA notifies lenders

### Student Housing and Dining Services:

- Access to room if student is a current resident
- If a student lives in a P3 property, SHDS can coordinate with property manager
- Offer professional staff support
- Inform current and past roommates and Greek organization members if requested
- Meal plan refund by check or credit card if a credit card was used to purchase

### Memorial Service and Announcement:

- Service: if the next of kin would like to host a memorial service on campus, Office of the VCSA will assist in coordination of space reservation and possible fee waiver
- Announcement: if next of kin would like UC Davis to announce the death to campus community, Office of the VCSA will inform and introduce next of kin to contact in Strategic Communications

### UC Davis Continuing Education and Professional Development

- Contact: CIE Associate Director 530-754-6434

## If a student is eligible for posthumous degree or certificate:

Undergraduates who have a cumulative grade point average of 2.0 or higher and are within 15 units of completing degree requirements (approved by executive council of the Academic Senate).

- Respective college "Program/Advising" office requests degree approval from Academic Senate
- If approved, the college "Programs/Advising" office contact (usually director) communicates with Office of the VCSA to communicate with next of kin
- Office of the VCSA then communicates via letter to the next of kin to inform them of degree approval and the following options:
  - Option A: degree can be picked up or mailed to physical address on file \*including expected degree availability window (following the quarter it is conferred)
  - Option B: next of kin may accept the degree on behalf of the student at the student's upcoming college commencement or graduation ceremony
- In the case the next of kin chooses Option B, Office of the VCSA will inform the Event or Commencement Coordinator of respective college and introduce said staff member with the contact for the next of kin to coordinate

Certificate — Upper Division Standing: a student with a cumulative grade point average of 2.00 or higher who had completed 84.0 or more quarter units, but who would not have been eligible for award of a bachelor's degree (see above), will be posthumously awarded a certificate recognizing the student's upper division standing.

## Appendix F: Campus Resources

### 24 Hour/After Hours

SHCS After Hours Counseling	<b>530-752-2349</b>
Center for Advocacy, Resources & Education (CARE Emergency On-Call Advocate)	<b>866-515-0155</b>
Suicide Prevention (24-hour crisis lines):	
Davis	<b>530-756-5000</b>
National Suicide Prevention Lifeline	<b>1-800-273-TALK (8255)</b>
Sutter Davis Hospital	<b>530-756-6440</b>
Woodland Memorial Hospital	<b>530-662-3961</b>
UC Davis Health	<b>800-282-3284</b>

### For Faculty and Staff

Academic and Staff Assistance Program (ASAP)	<b>530-752-2727</b>
Workplace Violence Prevention Information	<b>530-752-2727</b>
Global Affairs International Travel Security contact	<b>530-752-2255</b>

### In the Community

City of Davis Police Department	<b>530-747-5400</b>
Empower Yolo (resources and 24-hour crisis line)	<b>530-662-1133</b>
Yolo County Sheriff	<b>530-666-8282</b>

### For Students

Center for Advocacy, Resources & Education (CARE)	<b>530-752-3299</b>
Harassment & Discrimination Assistance and Prevention Program (HDAPP)	<b>530-747-3864</b>
Anonymous Call Line	<b>530-752-2255</b>
Student Health and Wellness Center (SHWC)	<b>530-752-2300</b>
UC Davis Safe Rides	<b>530-752-2677</b>
Aggie Guardian App	<b>police.ucdavis.edu/aggie-guardian</b>
Study Abroad/Global Learning Hub:	<b>530-752-5763</b>
UC Davis Police (non-emergency)	<b>530-752-1727</b>
Alcohol, Tobacco and Other Drug Intervention Services (ATOD)	<b>530-752-6334</b>
Cross Cultural Center (CCC)	<b>530-752-4287</b>
Educational Opportunity Program (EOP)	<b>530-752-9366</b>
Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual Resource Center (LGBTQIA RC)	<b>530-752-2452</b>
Student Disability Center (SDC)	<b>530-752-3184</b>
Student Recruitment and Retention Center (SRRCC)	<b>530-754-6836</b>
Transfer and Reentry Center	<b>530-752-2200</b>
Veterans Success Center	<b>530-752-2020</b>
Women's Resources and Research Center (WRRC)	<b>530-752-3372</b>
Office of Student Support and Judicial Affairs (OSSJA)	<b>530-752-1128</b>
Crisis Text Line	<b>Text "RELATE" to 741741</b>
Dean's Advising Office for each College:	
College of Agricultural and Environmental Sciences	<b>530-752-0108</b>
College of Biological Sciences	<b>530-752-0410</b>
College of Engineering	<b>530-752-1979</b>
College of Letters and Science	<b>530-752-0394</b>