Sacramento State
Compassionate Response
Protocols for Deceased Current/Former Employees, Students, International Visiting Scholars
PURPOSE & TENETS

Purpose: To organize in a systematic manner the University’s response to the death of a member of the campus community. The goal is to ensure rapid, effective communication and follow-up that is sensitive to the unique circumstances of each person’s passing.

Outline: Each situation is unique and will be assessed individually. This document acts as a guideline. As circumstances warrant, priorities and responses may vary in order to balance family needs with the needs of faculty, staff, students and the University.

Tenets: The University’s response to the death of a member of the campus community will attempt to uphold the following five tenets:

1. Respect for the deceased individual and the individual’s family and friends;
2. Dignity for the memory of the deceased and those closely associated with that person;
3. Discretion in the use of, and access to, the information regarding the individual’s death;
4. Cooperation with police, coroner and other external officials; and
5. Public accountability

Important Note: Extremely severe situations (e.g., those involving violence on campus or multiple deaths) may activate the University’s overall Emergency Response Plan.

ANY ON-CAMPUS DEATH

1. Roles and Responsibilities: Campus Community
   If any member of the University community becomes aware of any on-campus death, they will inform University Police at (916) 278-6000 or dial 911 from any campus phone.

2. Roles and Responsibilities: University Police
   University Police Department will:
   □ Immediately respond to the scene to take appropriate action;
   □ Inform the Coroner’s Office (who is responsible for notifying the family);
   □ Notify the Vice President for Administration and Business Affairs who will immediately notify the President and associated vice presidents (e.g., Provost, Vice President for Student Affairs, Senior Associate Vice President for University Communications). The President’s Office will notify the Chancellor’s Office.

3. Roles and Responsibilities: President’s Cabinet
   Other members of the President’s Cabinet will initiate the actions outlined in the protocol depending on whether the deceased person is an employee (SAVPHR), student (VPSA), Faculty (VPAA) or donor/partner (VPUA).

4. Roles and Responsibilities: University Communications
   University Communications is responsible for external media and communications.
STUDENT DEATH

1. Roles and Responsibilities: Campus Community
   When any member of the campus community (“reporter”) becomes aware of an off-campus death of a student (or former student/alum), the Office of the Vice President for Student Affairs (VPSA) will serve as the central point of contact and will coordinate activities related to the death. The VPSA should immediately be notified at (916) 278-6060 or SA-VP@csus.edu. The reporter should be prepared to share as many details as are available, including:
   - Deceased student’s name;
   - Deceased student’s major;
   - Date and time of death (if known);
   - Student identification number;
   - Date of birth; and,
   - Any information regarding next of kin.

2. Roles and Responsibilities: Office of the Vice President for Student Affairs
   Once notified, the VPSA’s Office initiates the procedures outlined below. Note: The order for these activities may vary depending on each individual situation. The VPSA, or designee, shall:
   
   a. Verification of Death and Internal Communications
      - Document the report and determine additional facts as necessary;
      - Notify the President’s Office and University Communications;
      - Verify the death via the county coroner, police agency, funeral home, newspaper obituary or family member;
      - Verify the enrollment status of the deceased student and reviews the records for other pertinent information (e.g., an outstanding balance owed, status of financial aid and scholarships, participation in a campus affiliated club, club sport or organization, etc.);
      - Determine whether the student is involved in a campus sponsored activity (e.g., Associated Students, Inc., Athletics, Committees or Advisory Boards, etc.). A confidential summary of this information will be provided to the President’s Office and Vice President for University Communications;
      - Determine if the student was currently enrolled (including special sessions), and if so, notify the student’s instructors, College Dean’s Office and program department chair (or Dean of Undergraduate Studies if the student was undecided or in an expressed interest major);
      - Notify the Registrar (and multiple other offices as appropriate. The standard list of notification recipients is provided in Attachment A). The University Registrar initiates formal campus protocols related to the student’s academic and other university records as outlined later in this process;
      - Coordinate with the President’s Office, University Communications, and College Dean’s Office to determine what information may be shared, to whom and when (e.g., cause of death, time of death, memorial arrangements, student involvement on campus, etc.). Communicate with student’s roommates, organizations, classmates, or others who may have known the student;
      - Depending on the situation, notify Student Health and Counseling Services (SHCS) and request crisis intervention services for students enrolled in the same courses as the deceased or who are affected by the loss;
Depending on the situation, and need, notify HR and request crisis intervention services from the Employee Assistance Program (EAP) for campus employees who are affected by the loss.

**b. Engagement with the Students Family and/or Emergency Contacts**

Make initial contact with the student’s family, guardian, spouse or emergency contact (depending on the student’s individual situation). After identifying the main point of contact, a follow-up condolence call will be made by the VPSA and/or President depending on the situation.

The VPSA’s Office will contact the family to:
- Offer condolences;
- Determine if the family has any immediate needs from the University (e.g. gathering items from the residence hall room, notifying other students, etc.);
- Gather information about funeral, visitation, and memorial arrangements;
- Serve as the central campus contact to assist family members who may come to campus or who may have questions regarding outstanding balances, retrieving personal property, etc.;

**Note:** Other offices involved in any aspect of this process should coordinate directly with the VPSA’s Office (e.g. if a refund check will be generated or if the student may be granted a posthumous degree) to ensure the family will continue to have one point of contact with the University.
- Coordinate follow-up activities related to the student (e.g., refund checks, gathering of personal belongings, posthumous degrees, on-going questions or other requests from the family, etc.);
- If necessary, work with University Communications to coordinate campus-wide e-mails to faculty, students and staff/department to ensure that information regarding the student’s death is accurate and to coordinate information about visitation and funeral arrangements when available and appropriate;
- Attend funeral/memorial services or other events related to the student’s death when possible and appropriate.

**c. On-Campus Vigils or other Types of Memorial Events**

Depending on the situation, The VPSA’s Office and the Dean of Student’s Office (or the Office of Student Organizations and Leadership) will coordinate with other departments on-campus to provide bereavement space and support to students impacted by the loss. For example, the Office of Student Organizations and Leadership provides support for campus vigils (e.g. candles, reservation of on-campus space, communication to student organization members, etc.).

3. **Roles and Responsibilities: University Police**

Depending on timing and circumstances, the University Police may:
- Be involved in the investigation of the student’s death in partnership with other law enforcement agencies;
- Communicate with family members regarding the death (e.g., if the student dies on campus), and/or make notification of death to roommates or others as appropriate.

4. **Roles and Responsibilities: Student Health and Counseling Services (SHCS)**
   Depending on the circumstances, SHCS may:
   - Provide crisis intervention services to students enrolled in the same courses as the deceased (and/or EAP via HR for faculty and staff/department) and to any campus groups, academic departments, student organizations, or other students are affected by the loss.

5. **Roles and Responsibilities: Human Resources**
   Depending on the circumstances, HR may:
   - Coordinate with EAP to provide crisis intervention services or grief counseling for campus employees affected by the loss.

6. **Roles and Responsibilities: University Communications**
   University Communications may:
   - Monitor and coordinate external communications, media and on-line posting of information related to the student’s death;
   - Collaborate with the VPSA and President’s Office to coordinate campus-wide e-mails of accurate information regarding student deaths and/or activities/events campus community members may wish to attend;
   - Monitor social media regarding the student’s death and work with the President, VPSA and Provost/College Dean regarding posts that may cause concern or require a response;
   - Coordinate any media inquiries with the President and VPSA to designate a spokesperson(s) for media contact(s) and brief the spokesperson on topics and themes to cover and/or avoid as appropriate.

7. **Roles and Responsibilities: The Registrar’s Office**
   The Registrar’s Office coordinates all activity regarding the student’s academic record. The Registrar’s Office is responsible for ensuring the integrity and confidentiality of the student’s records and analyzing whether the student may be eligible for a posthumous degree. This office shall:
   - Place a Family Educational Rights and Privacy Act (FERPA) block on the deceased student’s record;
   - Initiate procedures to close the student’s academic records. Sacramento State treats the academic records of the deceased student in a more restricted manner than normally allowed through FERPA. The amount of directory information that may be released to third parties is restricted to dates of enrollment, major and degree (if awarded). The Registrar works with the VPSA and University Counsel to determine if documents that certify power of attorney or executor/executrix authorization should allow disclosure of information (other than directory) to survivors or other third parties. The parents, spouse or authorized next of kin are considered the owner of the student record after the student’s death. Considerations include the following:
     - Unless authorized by the executor/executrix, parent, or next of kin, the University does not permit release of the deceased student’s education record information;
     - Once the Registrar’s office receives official notification of a student’s death from the VPSA, the Registrar’s office takes the following actions on the student’s record (closing the academic record): a deceased student indicator is placed on the record; all addresses will be removed and recorded elsewhere in the system, or effective dates of addresses will be updated to prevent inadvertent or additional mailings; enrollment and
matriculation will be updated to reflect the reason for the closure of the academic record;

☐ Review the student’s graduation status for possible granting of a posthumous degree. Requirements for posthumous degrees are outlined in the University’s Posthumous Degree Policy:
  o In coordination with the VPSA, Academic Affairs and the student’s college/academic department, Registrar’s staff/department will determine if all degree requirements were met;
  o If the student was enrolled, Registrar staff/department will work with College Deans, Department Chairs, and faculty to determine outstanding degree requirements and see if grades can be provided for in-progress courses needed to complete the degree (e.g. if the student has completed enough of the course for a passing grade to be determined by the faculty member);
  o If the student was not enrolled, Registrar’s staff/department will determine outstanding degree requirements and request possible exemptions, waivers and or substitutions from the academic departments when appropriate;
  o If all approvals are obtained and, as such, all degree requirements are met, Registrar’s staff/department will award the degree and add posthumous degree notes to official transcript. Depending on the timing of the academic calendar and/or a need to produce the diploma, Registrar’s staff/department may attempt a “rush” order and upon arrival, deliver the diploma to the VPSA;
  o If requirements are not met, Registrar staff will evaluate whether the student meets the conditions for an honorific posthumous degree according to the Posthumous Degree Policy;
  o The VPSA, in collaboration with the President, will determine how and when to provide the posthumous degree to the family.

8. Roles and Responsibilities: University Housing Services/University Affiliated Housing

University Housing Services (UHS) or University Enterprises, Inc. (UEI) will work with the VPSA to coordinate activities related to the death of a student who was living on campus or in campus-affiliated housing.

When a student who was living on-campus or in campus-affiliated housing dies, UHS or UEI staff/department will immediately notify University Police and the VPSA. Extreme care must be taken by staff/department to assure proper handling of the situation, confidentiality, and immediate, clear and accurate communication of information surrounding the student’s passing. Additional care must be taken with regard to the student’s roommates/floormates, resident advisors, residential life coordinators (RLC) and other faculty or staff/department directly associated with the student or situation.

☐ Should UHS or UEI staff/department become aware of a deceased person in a residence hall or affiliated campus housing complex, they will immediately call University Police (or call 911);

☐ UHS/UEI on-call staff/department will then immediately contact their direct supervisor/administrator in charge who will immediately notify the Executive Director of University Housing Services who will immediately contact the VPSA and the Dean of Students. The VPSA will then immediately notify the President’s Office and University Communications.

☐ University Police Department, with the assistance of UHS/UEI staff/department on-call, RLC staff/department and/or administrator in charge will take measures to evacuate any other students in the suite/room and take them to a nearby space in case they are needed to speak
with police. UHS/UEI staff/department will assist the University Police Department to ensure other residents, students, and passersby are not entering the suite/room;

☐ UHS/UEI staff/department on-call, RLC staff/department and/or administrator in charge will be present on the scene to assist the police as needed;

☐ In consultation with VPSA, UHS/UEI staff/department will attempt to identify those individuals who will be most affected by the death (e.g., family members, significant others, roommates, work supervisors, close friends, etc.);

☐ The VPSA and Executive Director of UEI will consult with Student Health and Counseling Services to determine the needs of residents, staff/department members, and the community;

☐ UHS/UEI staff/department will quickly find alternative housing for any suitemate or roommates. UHS/UEI will work with roommates and suitemates on these room changes and with the University Police Department on when other student’s personal items may be retrieved from the suite/room;

☐ UHS/UEI will not release information about the incident. Media (radio, television, newspaper, etc.) representatives should be referred to University Communications;

☐ Once the suite/room is released by the University Police Department, UHS/UEI staff/department will work with the VPSA in regards to packing the deceased student’s possessions. Packing done by anyone other than the resident’s family requires an itemized list of the student’s belongings. UHS/UEI staff/department will coordinate with the VPSA to arrange pick up or delivery of the items with the student’s family or next of kin;

☐ UHS/UEI staff/department will consult with VPSA about the possibility of a memorial service on campus or at the affiliated housing complex. The VPSA will discuss this possibility with the student’s family or next of kin;

☐ When the student is an exchange or international student, the Director/Executive Director will follow all of the above procedures. The VPSA will immediately contact and work with International Programs and Global Engagement;

☐ UHS/UEI staff/department will close the student’s record in their administrative system (StarRez). The Registrar closes the student’s university records. The Executive Director will consult with the VPSA to determine any costs billed to the deceased student’s account or absorbed by housing entity.

9. **Roles and Responsibilities: Financial Aid Office/Bursar’s Office**

The Financial Aid and Bursar’s Offices calculates any needed adjustments, refunds or charges associated with a student’s account after receiving formal notification of a student’s death. These offices will operate under the following guidelines:

☐ If the student’s date of death is prior to the term start date, evaluate the student’s account charges and any payments and/or financial aid which may have already been disbursed;

☐ If the date of death is after the first day of the term, University charges and any corresponding payments (including financial aid disbursements) will be determined by the Financial Aid and Bursar’s Office staff/department. Financial aid or other payment refunds are calculated on a pro-rata schedule as determined by federal and state regulations, Title V Education Code and any related University policies. Any resulting debt is satisfied off the account to prevent subsequent collection activity;

☐ If the student’s date of death is after 60% of the term, no refunds are calculated;

☐ Calculations regarding financial aid refunds are calculated in adherence with Federal and State Financial Aid refund and return of aid policies;

☐ Calculations regarding other payments are calculated in adherence with Title V and university policies;
10. Roles and Responsibilities: Study Abroad/International Students

a. Death of a Sacramento State Student Studying Abroad

The Office of International Programs and Global Engagement (IPGE) will work closely with the VPSA, President, University Communications and College Dean to coordinate special activities and notifications when a student on study abroad dies.

In the event of the death of a Sacramento State student studying abroad, the system-wide and campus Office of Risk Management and the AVP, International Programs and Global Engagement or designee will also be notified (in addition to the other offices outlined in earlier sections of this protocol). The following additional considerations/actions apply:

- IPGE shall work with the host institution to verify the identity of the student and collect all relevant details pertaining to the death;
- IPGE shall notify the Risk Management and the insurance company of the death of a Sacramento State study abroad student;
- IPGE will work with the host institution and local authorities to secure the deceased’s passport or other documents and will work with the family, authorized embassy and/or consulate staff/department to provide information to the funeral home preparing remains for repatriation;
- IPGE shall work with VPSA to make notification to the family on behalf of the university;
- IPGE will offer the assistance to the student’s family and/or next of kin;
- IPGE will coordinate with the VPSA and Student Health and Counseling Services to ensure culturally appropriate services are available to international students or other students associated with the deceased;
- IPGE will work with the VPSA to advise the deceased’s family of the appropriate documentation needed to process/close the deceased student’s records. An IPGE designee will inform the family that the University will take care of all administrative details related to the student (i.e., registrar, financial aid, University housing, student accounts, and notifications to faculty). Arrange for counseling services to be available for other program participants.
- IPGE will continue to work with the VPSA for on-going or longer-term activities or questions associated with the student’s death.
- IPGE will complete an incident report and debrief with the host institution.
b. Death of an International Student Studying at Sacramento State

The Office of International Programs and Global Engagement (IPGE) will work closely with the VPSA, President, University Communications and College Dean to coordinate special activities and notifications when an international student dies.

In the event of the death of an international student, the system-wide and campus Office of Risk Management and the AVP, International Programs and Global Engagement (or designee) will also be notified in addition to the other offices outlined in earlier sections of this protocol. The following additional considerations/actions apply:

- Once formal notification is received from the Registrar’s Office, IPGE will contact the Embassy or Consulate of student’s home country to make notification of the death;
- IPGE will contact the deceased’s home institution to make notification of the death;
- IPGE will work with the VPSA’s Office and other campus constituents to offer condolences in a culturally appropriate manner;
- IPGE will coordinate with the VPSA and Student Health and Counseling Services to ensure culturally appropriate services are available to international students or other students associated with the deceased;
- IPGE will work with the VPSA to advise the deceased’s family of the appropriate documentation needed to process/close the deceased student's records. An IPGE designee will inform the family that the University will take care of all administrative details related to the student (i.e., registrar, financial aid, university housing, student accounts, and notifications to faculty);
- IPGE will work with authorities to secure the deceased’s passport or other documents and will work with the family, authorized embassy and/or consulate staff/department to provide information to the funeral home preparing remains for repatriation;
- Given the special circumstances involved in international situations, IPGE will collaborate with the VPSA to serve as a US-based liaison to and for the family or next of kin of the deceased;
- IPGE will contact the institution's sponsoring health insurance company regarding repatriation procedures;
- IPGE will coordinate efforts for repatriation of remains (funeral home, insurance company, and Embassy or Consulate of the student’s home country);
- IPGE staff/department will terminate the student’s record in the Student and Exchange Visitor Information System (SEVIS) system, selecting “DEATH” from the drop-down menu and work with the Registrar’s Office on any other required activities related to the student’s records;
- IPGE staff/department will assist with arrangements to pack and ship individual’s personal belongings, including academic work to be returned to the family or next of kin;
- If appropriate, IPGE staff/department (or the President, VPSA or College Dean) will greet family at the airport and coordinate all US-side logistics, if needed;
- IPGE will continue to work with the VPSA for on-going or longer-term activities or questions associated with the student’s death.
OFF-CAMPUS DEATH OF A CURRENT STAFF EMPLOYEE (non-faculty)

1. Roles and Responsibilities: Campus Community
When any member of the campus community ("reporter") becomes aware of a current staff employee death off campus, the Office of Human Resources (HR) should be contacted immediately at (916) 278-6078. The reporter should be prepared to share as many details as are available, including:
- Deceased employee’s name;
- Deceased employee’s title, department, and division;
- Date and time of death (if known); and,
- Any information regarding next of kin.

2. Roles and Responsibilities: Human Resources
The Benefits Manager, or designee, shall:
- Document the report and determine additional facts as necessary (including confirming the death with the associated coroner’s office);
- Notify the Senior Associate Vice President, Human Resources;
- Notify University Communications;
- Notify University Advancement;
- Ensure the University Employee Assistance Program (EAP) provider is briefed about the situation and is available if a department requests a grief counseling session;
- Contact the appropriate designees (family) as soon as possible;
- Serve as the primary contact with the designees and facilitate a campus visit, if desired;
- Prepare correspondence to appropriate designees to inform about any available death benefits;
- Complete required adjustments in the university’s administrative systems; and,
- Release final payment to the employee’s designee.

3. Roles Responsibilities: Division and Department (where the employee worked)
The appropriate administrator shall:
- Notifies, in writing, the employees in a department (or equivalent unit) in which the deceased employee worked using the SAMPLE NOTICE 1 template.
Department Manager (MPP or Chair) shall:
- Designate a department coordinator who will act as the liaison between the department and HR.
Department Coordinator shall:
- Completes an inventory and packing of the employee’s personal belongings. Submits Check-out and Clearance form and the Personnel Transaction Form to HR within five (5) working days of notification of death; and enters/approves any outstanding absences in PeopleSoft;
- Prepares a PTF to separate the employee from employment.

4. Roles Responsibilities: University Communications
- University Communications is responsible for the campus-wide notification via the Compassionate Communication (See, media guidelines, below);
- University Communications is responsible for all external media and communications.
5. Roles and Responsibilities: University Advancement
   □ Further actions may be taken through University Advancement if the employee was a donor or if memorial gifts are considered.

OFF-CAMPUS DEATH OF A CURRENT FACULTY EMPLOYEE

1. Roles and Responsibilities: Campus Community
   When any member of the campus community (“reporter”) becomes aware of a current faculty member’s death, the Office of Faculty Advancement (OFA) should be contacted as soon as possible at (916) 278-2913. The reporter should be prepared to share as many details as are available, including:
   □ Deceased Faculty Member’s name;
   □ Deceased Faculty Member’s title, department, and division;
   □ Date and time of death (if known); and,
   □ Any information regarding next of kin.

2. Roles and Responsibilities: Office of Faculty Advancement
   The Academic Personnel Manager, Vice Provost for Faculty Affairs, or designee, shall:
   □ Document the report and determine additional facts as necessary;
   □ Notify the Provost;
   □ Notify the Dean and Department Chair (VPSA for counselors; Athletics Director (AD) for coaches);
   □ Notify Benefits and Payroll in Human Resources, remaining in communication as necessary;
   □ Notify University Communications;
   □ Notify University Advancement;

3. Roles and Responsibilities: Human Resources
   □ Ensure the University Employee Assistance Program (EAP) provider is briefed about the situation and is available if a department requests a grief counseling session;
   □ Contact the appropriate designees (family) as soon as possible;
   □ Serve as the primary contact with the designees and facilitate a campus visit, if desired;
   □ Prepare correspondence to appropriate designees to inform about any available death benefits;
   □ Release final payment to the employee’s designee; and,
   □ Keep in communication with OFA on benefits and payroll issues.

4. Roles and Responsibilities: College or Division and Department
   The Appropriate Administrator
   □ Notifies, in writing, the employees in a department (or equivalent unit) in which the deceased employee worked using the SAMPLE NOTICE 1 template. Submits Check-out and Clearance form (attached) and the Personnel Transaction Form to OFA within five (5) working days of notification; and enters/approves any outstanding absences in PeopleSoft.

   The Appropriate Administrator and Administrative Support Staff
   □ If it is unclear if next of kin has been notified, students in the deceased faculty member’s class can be notified that class will not meet or will have a substitute via email. Once confirmed by OFA that next of kin has been notified, students in the deceased faculty member’s class should
be notified via email. Designates a department coordinator who will act as the liaison between
the department and HR to complete an inventory and packing of the employee’s personal
belongings.

Department Manager (MPP or Chair)
☐ Designates a department coordinator who will act as the liaison between the department and
Faculty Advancement to complete an inventory and packing of the employee’s personal
belongings.

Department Coordinator (or Benefits)
☐ Prepares a PTF to separate the employee from employment.

5. Roles and Responsibilities: University Communications
☐ University Communications is responsible for the campus-wide notification via the
Compassionate Communication (See, media guidelines, below);
☐ University Communications is responsible for all external media and communications.

6. Roles and Responsibilities: University Advancement
☐ Further actions may be taken if the employee was a donor or if memorial gifts are considered.

OFF-CAMPUS DEATH OF FORMER EMPLOYEE (FACULTY OR STAFF)

1. Roles and Responsibilities: Campus Community
When any member of the campus community (“reporter”) becomes aware of an off-campus
death of a former faculty or staff employee, the Office of Human Resources should be
contacted as soon as possible at (916) 278-6078. The reporter should be prepared to share as
many details as are available, including:
☐ Deceased employee’s name;
☐ Deceased former employee’s title, department, and division when working at the campus;
☐ Date and time of death (if available); and,
☐ Any information regarding next of kin.

2. Roles and Responsibilities: Human Resources
The Senior Associate Vice President, Human Resources, or designee, shall:
☐ Document the report and determine additional facts as necessary;
☐ Notify the Office of the President and other VPs as appropriate;
☐ Notify University Communications;
☐ Notify University Advancement;
☐ Notify program center where the employee formerly worked;
☐ Notify the Retirees Association; and
☐ Serve as the primary contact with the employee’s designee (family/next of kin), coordinate
communication with other campus departments and facilitate a campus visit (e.g. if requested).
The Benefits Manager, or designee, shall:
☐ Make a referral to CalPERS, when appropriate.

3. Roles and Responsibilities: University Communications
☐ University Communications is responsible for any campus-wide notifications deemed
appropriate via the Compassionate Communication (See, media guidelines, below);
□ University Communications is responsible for all external media and communications;
□ Communications may include campus announcement in the Sacramento State “Briefings” or other appropriate media.

4. Roles and Responsibilities: Retirees Association
□ For retirees, post obituary on website and in e-newsletter.

5. Roles and Responsibilities: Program Center
□ Notify faculty and staff, if appropriate

DEATH OF AN INTERNATIONAL VISITING SCHOLAR

In the event of the off-campus death of a visiting international scholar, International Programs and Global Engagement (IPGE), the system-wide and campus Office of Risk Management should be notified in addition to the other offices outlined in earlier sections of this protocol. The following additional considerations/actions apply:

□ IPGE will contact the Embassy or Consulate of the visiting scholar’s home country to make notification of the death;
□ IPGE will contact the deceased’s home institution to make notification of the death;
□ IPGE will work with other campus constituents to offer condolences in a culturally appropriate manner;
□ IPGE will coordinate with other campus constituents to ensure culturally appropriate services are available to others associated with the deceased;
□ IPGE will work with Academic Affairs and HR to advise the deceased’s family of the appropriate documentation needed to process/close the deceased scholar’s records. An IPGE designee will inform the family that the University will take care of all administrative details related to the scholar;
□ IPGE will work with authorities to secure the deceased’s passport or other documents and will work with the family, authorized embassy and/or consulate staff/department to provide information to the funeral home preparing remains for repatriation;
□ Given the special circumstances involved in international situations, IPGE will serve as a US-based liaison to and for the family or next of kin of the deceased;
□ IPGE will contact the institution’s sponsoring health insurance company regarding repatriation procedures;
□ IPGE will coordinate efforts for repatriation of remains (funeral home, insurance company, and Embassy or Consulate of the scholar’s home country);
□ IPGE staff/department will terminate the visiting scholar’s record in the Student and Exchange Visitor Information System (SEVIS) system, selecting “DEATH” from the drop-down menu and work with HR on any other required activities related to the visiting scholar’s records;
□ IPGE staff/department will assist with arrangements to pack and ship individual’s personal belongings, including academic work to be returned to the family or next of kin;
If appropriate, IPGE staff/department (or the President, College Dean or VPHR) will greet family at the airport and coordinate all US-side logistics, if needed.
MEDIA GUIDELINES

University Communications is responsible for all university communications, media management and social media.

☐ After the appropriate university administrators have managed activities related to a death per the previous portions of this protocol, University Communications will work with the President’s Office (and appropriate administrators) to determine which details may be shared with the media and/or the campus community.

☐ If a campus announcement is deemed appropriate, University Communications will work with the President’s Office and appropriate administrators to officially notify the campus community. Additionally, faculty and staff/department may submit an item to the Briefing (and/or other media) regarding a memorial service or gathering.

☐ For some campus members, such as a long-term faculty, senior administrator or former president, University Communications may send out a news release and work with the President’s Office and other appropriate individuals on additional messaging.

☐ For a notable alumna/alumnus, University Communications will work with University Advancement and Alumni Relations on an appropriate external communication (e.g., a statement or news release).

CAMPUS RESOURCES

Employee Assistance Program – employee grief counseling on campus; individual counseling 1-800-367-7474 or the My Life Matters website (enter password: SacState)

Student Health and Counseling Services
916-278-6461
Urgent Services: Monday-Thursday from 8 a.m. until 5:30 p.m. and Fridays 9:00 a.m. - 4:30 p.m.

Suicide Prevention Hotline
If there is an immediate crisis, please call 911 or the Suicide Hotline at 1-800-273-TALK (8255).

The Red Folder: See something. Say something. Do something.
The Red Folder is the resource for faculty and staff/department to help identify, respond, and refer students in distress to appropriate campus services. The Red Folder icon should be installed on all faculty and staff/department desktop computers.

The new and improved Red Folder mobile app is here! Just search “Red Folder” and download the app. Don’t have the application on your phone? The Red Folder mobile app is available on iTunes and available on Google Play.
Attachment A

Standard List of Campus Recipients for Notification of a Student Death by the Vice President for Student Affairs Office

In the event of a student death, the Vice President for Student Affairs Office will send formal notification/confirmation of the student’s death to the following offices:

- President and President’s Cabinet
- University Communications
- Dean of Students
- University Registrar’s Office
- Academic Advising
- Admissions and Outreach
- ASI President
- Faculty Senate Office
- College Deans/Chairs
- Bursar’s Office
- Career Services
- Financial Aid Office
- University Housing Services
- International Programs and Global Engagement
- OneCard Office
- Parking Services
- Student Health and Counseling Services
- Student Services Center
- Student Affairs Managers Team
- University Advancement
- University Counsel
- University Police
- Office of Risk Management
- University Union/WELL

Other offices/departments may also be notified as appropriate based on the individual situation.
Attachment B

SAMPLE NOTICE 1—EMPLOYEE

Dear Campus Community,

It is with sadness that we report that [INSERT NAME] a(n) [INSERT POSITION, e.g. Associate Professor or Administrative Analyst/Specialist] from the [INSERT DEPARTMENT] recently passed away. [NAME] was employed at Sacramento State for [INSERT YEARS] and will be missed.

OPTIONAL: [NAME]’s family has requested, that in lieu of flowers, any donations may be sent to [INSERT CHARITY OR APPROPRIATE MEMORIAL REFERENCE]

Please be reminded that the employee assistance program (EAP) is free and available 24/7 to provide confidential, professional assistance to employees and their families who need support. LifeMatters by Empathia may be contacted at 1-800-367-7474 or My Life Matters website (password: SacState).

Student Health and Counseling Services is free and available to assist students who require their services. SHCS may be contacted at: 916-278-6461. Urgent Services: Monday through Thursday from 8 a.m. until 5:30 p.m. and Fridays 9:00 a.m. - 4:30 p.m.

SAMPLE NOTICE 2—STUDENT

Dear Campus Community,

It is with sadness that we report that [INSERT NAME] a student in HER/HIS [INSERT YEAR ON CAMPUS] recently passed away. [NAME] was a [INSERT MAJOR OR UNDECLARED] at Sacramento State in the [INSERT COLLEGE] and will be missed.

OPTIONAL: [NAME]’s family has requested, that in lieu of flowers, any donations may be sent to [INSERT CHARITY OR APPROPRIATE MEMORIAL REFERENCE]

Please be reminded that Student Health and Counseling Services is free and available to assist students who require their services. SHCS may be contacted at: 916-278-6461. Urgent Services: Monday through Thursday from 8 a.m. until 5:30 p.m. and Fridays 9:00 a.m. - 4:30 p.m.

Additionally, the employee assistance program (EAP) is free and available 24/7 to provide confidential, professional assistance to employees and their families who need support. LifeMatters by Empathia may be contacted at 1-800-367-7474 or My Life Matters website (password: SacState).
Document Link/URL Resources

- **Check-out and Clearance form** [https://www.csus.edu/administration-business-affairs/human-resources/_internal/_documents/separation_clearance_checklist.pdf](https://www.csus.edu/administration-business-affairs/human-resources/_internal/_documents/separation_clearance_checklist.pdf)

- **Personnel Transaction Form** [https://www.csus.edu/administration-business-affairs/internal/aba-forms.html#employment-services](https://www.csus.edu/administration-business-affairs/internal/aba-forms.html#employment-services)

- **My Life Matters website** [https://www.mylifematters.com/](https://www.mylifematters.com/)


- **Red Folder App is available on Google Play**