

**ADDENDUM TO PROTOCOL ON THE DEATH OF A STUDENT AND  
RESIDENTS  
PROCEDURES TO BE FOLLOWED IN THE EVENT OF THE DEATH  
OF AN INTERNATIONAL STUDENT OR RESIDENT**

All F-1 and J-1 students and residents are enrolled in the S.O.S. International Program which covers repatriation of remains and medical evaluations. The family members in the United States are also covered. S.O.S International will help coordinate family travel and Embassy notification and all paperwork. JCGS, JCHP, JMC students and residents enrolled in Chickering/Aetna Insurance Plan are covered for repatriation of remains.

1. The Office of International Exchange Services (OIES) is to be notified as soon as possible by the point person.
2. OIES verifies the status of the international student or resident and provides whatever relevant information is available from files, including emergency contacts, insurance coverage, nationality, etc.
3. A representative from OIES becomes a member of the “crisis response team.” It is critical that this “team” comes together at the earliest possible time to review the situation and make appropriate assignments for follow-up.
4. In addition to the normal team members, it may be advisable to include a representative from the student’s nationality club or another member of the University community who is aware of and sensitive to the particular cultural and/or religious traditions.
5. *Notification of Family.* As with the death of any student or resident, notifying the family should be done without delay. However, it may not always be possible or appropriate to follow the protocol outline for notifying the student’s or resident’s family. Obstacles to prompt notification can include language barriers, time differences, and lack of information as to whom to contact or how to reach them. The delivery of the statement to the next of kin should be of the highest priority and a decision should be made as soon as possible as to who can best convey the message. The University official making the call should have a translator present in the event it becomes necessary.
6. *Notification of the Embassy or Consulate of the deceased.* The assistance that can be provided by the embassy varies, but an embassy contact is essential, particularly in the event that the deceased person’s remains are shipped to the home country. The embassy or consulate can also be of assistance in getting in touch with the family, when appropriate.

7. *Notification of program sponsor if student is on an external scholarship, i.e., African-American Institute, AMIDEAST, Institute of International Education, etc.* This should be done by OIES, who has regular contact with program sponsors
8. *Communicating with and assisting the family.* After the official call has been made, one person should be identified to carry on communication with the family regarding their wishes. If the family will be coming to Jefferson this individual will coordinate their arrival, stay and departure.

**Pre-Arrival** - Establish who, when, how many, and via what mode of transportation family will arrive. Who will arrange their daily schedule?

**Arrival** – A small delegation should meet the family at the airport. If possible, arrange for a private room or private area to meet with the family upon arrival. At this time, condolences can be offered, a brief overview of the situation can be relayed to the family, and the immediate wishes of the family can be determined.

**Post-Arrival** – A daily schedule will need to be developed according to the family's wishes. A representative from Jefferson should accompany the family at all times, (preferably OIES). In developing the schedule, one needs to consider relevant cultural issues and the amount of help that family desires from the University and the local community. At some point the highest ranking individual possible from the University should meet with the family (President, Dean or designate).

**Non-Arrival** – If a family member is not able to come to the University, one individual should be identified to be in contact with the family regarding the disposition of the body and the estate. The President should send a letter of condolence to the family. An office, e.g. OIES, Dean or Department Chair should be assigned the responsibility of drafting the letter.

9. **The Deceased:** The following are issues that may require attention and University support:
  - a. *Funeral arrangements/Repatriation* – Contact funeral director, assist the family in making the necessary arrangements, help convey information about the deceased and the family's background and traditions. Contact the embassy/consulate to learn the requirements for repatriation and communicate with the funeral home. Determine who will cover the costs of the arrangements. If insured with S.O.S International, contact S.O.S first.
  - b. *Memorial service* – Ensure that such an event is a sign of respect and honor, and determine whether the family desires such a service. If so, the Dean, Specialty Chair or designate will take the lead in coordinating the event.

- c. *Belongings of the deceased* – Assist family or friends with the packing and shipping of belongings, if needed. Help with the disposal or sale of items that are not to be shipped. Determine who will cover the costs of shipping or disposal of the belongings. Coordinate with Residence life, if applicable.
  - d. *Insurance coverage* – Determine the extent of life insurance coverage of the deceased. This information, as well as procedures for requesting payment, should be shared with the family.
  - e. *Disposition of Assets and Liabilities* – OIES representative assists the family with handling of matters such as bank accounts, house or apartment leases, bills for telephone services, utilities, credit cards, email and possibly an automobile. Determine relevant legal requirements and assist family in conducting this business.
  - f. *Confirm change in University status* – Make certain that the appropriate University offices know to delete the student from current rolls to avoid embarrassing future correspondence. Ascertain whether the student's family is due any reimbursement of any of the student's or resident's salary. Notify the Department of Homeland Security through SEVIS or USCIS, and the Department of State, if appropriate.
  - g. *Judicial Procedures* – If there are judicial proceedings associated with the death of the student or resident, family and friends need to be apprised of the judicial procedures involved in prosecuting this crime and must be introduced to the prosecutor in charge.
  - h. *Civil Action* – The family may need to be in touch with an attorney if civil action is warranted.
- 10.** *Departure of the Family.* An offer to accompany the family to the airport should be made. The family should be clear as to who their primary contact is and what kind of further contact they can expect from the University.
- 11.** *Follow-up.* A University representative should continue to deal with such issues as unpaid bills. Write thank-you notes to all those who helped with the crisis. Send a letter of condolence to the family after their return home. Collect memorabilia to send to the family, such as letters from students or residents, newspaper articles, tape or transcript of the memorial service, etc.
- 12.** *The Community*
- a. Depending on the nature of the death, contact should be made with the appropriate student organization or cultural group, either through an open meeting or a letter. The communication need not be long, but should inform

students and residents as to the facts of the incident as known, any student or resident issues, the availability of counseling or other support, contacts with the family and their wishes and information about the memorial service.

- b.** Particularly in the case of a violent death, consider sending a letter to all international students or residents explaining the circumstances of the death and follow-up, when appropriate, under the guidance of OIES, Public Relations, and/or legal council.
- c.** Make certain that public reports (internal and external) of the death of an international student or resident provide factual information while still respecting the desires of the family.

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