

# Death within the School community procedure



**When a student, current staff member or alumnus dies ...**

This policy is of relevance to students / staff / alumni

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## **The purpose of the procedures**

From time to time Guildhall may be faced with the sad event of a student or staff death. These procedures have the following objectives:

1. Coordinating an appropriate level of response from the School;
2. Avoiding confusion through the development of clear lines of responsibility;
3. Mitigating institutional risk by ensuring legalities are observed, and the interests of the School are protected in cases where negligence might be alleged;
4. Acting with common sense in mind.

In the event of a death the relevant annex should be circulated to the post holders outlined in the responsibility table below so they are aware of what actions they need to take and when.

## **Data protection and the deceased**

Although the General Data Protection Regulation does not apply to the deceased, there will be cases where a request for sensitive information about a deceased person also relates to personal information about another identifiable living individual. Care should be taken in all communications.

### **Annex 1: Procedure in the event of a current student death (and recent alumni who have not yet graduated)**

Overall co-ordination is undertaken by the Head of Student Affairs (or nominee).

### **Annex 2: Procedure in the event of a death of a current staff member**

Overall co-ordination is undertaken by the Head of Department.

### **Annex 3: Procedure in the event of the death of an alumnus**

Overall co-ordination is undertaken by the Deputy Head of Development (Engagement)

### **Annex 4: Discovery of a death on School premises**

# **Annex 1: Procedure in the event of a current student death (and recent alumni who have not yet graduated)**

## **Factors which may determine level and type of response**

The death of somebody is most frequently an unexpected event. The location in which the death occurs will have a significant bearing on the degree of involvement of the School and its staff members. The location may be listed as:

- Sundial Court
- on other School premises
- off campus, but while engaged in a School activity (including activities abroad)
- off campus, but while living in local lodgings away from the (parental) home.
- off campus, in the permanent home or in a public place.
- in hospital.

The degree to which the School becomes involved in ways other than being supportive may be affected by the manner of death, which may fall into one of the following categories:

- accidental
- suicide or possible suicide. **Please note that until the Coroner has established suicide as the cause of death then staff acting for the School should not make any statements referring to suicide as the possible cause of death.**
- natural causes (with or without infectious disease implications)
- crime
- drugs related.

It is important that the School foresees and plans around different scenarios and should consider:

- the ways in which the School may become aware of a death
- the procedures for informing the next of kin, students and staff of the death
- the ways in which the life of the student or member of staff and his/her contribution to the institution might be overtly recognised and marked.

## Notification of a student death

	First tier responsibilities		Second tier responsibilities		Third tier
<b>First person notified will immediately contact...</b>	<b>Head of Student Affairs (co-ordinator)</b>	Who will contact	<b>The Principal (or VP in charge)</b>	Who will contact	<b>Chairman of the Board of Governors</b>
			<b>The relevant Director of Music or Drama</b>	Who will disseminate as necessary	
			<b>Head of Department</b>		
			<b>Head of Programme</b>		
<b>Head of Marketing &amp; Communications</b>					
<b>SU President</b>					
	<b>Dean of Students</b>	Who will contact			<b>Student Funding Officer</b>
	<b>Relevant Head of Administration Music or Drama</b>	Who will disseminate as necessary			<b>Student Finance Officer</b>
	<b>Head of Estates Management</b> (if death in Sundial or on School premises)	Who will contact	<b>Director of Buildings and Operations</b>		
<b>Comptroller and City's Solicitors (if required)</b>					
					<b>Library</b>
					<b>IT</b>

### First Tier Responsibilities:

The following staff will act together as a team, the role of which is to ensure the following:

- that the appropriate people in the School and externally are informed of the death;
- that the legalities surrounding the event are being followed;
- that appropriate people are consulted and involved with the further actions that the School may wish or need to take;
- that Tier 2 and 3 staff are aware of their responsibilities

	Immediately	Continuing
<b>Head of Student Affairs</b>	<ul style="list-style-type: none"> <li>• confirm the veracity of information and that the next of kin have been informed</li> <li>• notify next of kin if appropriate</li> <li>• notify relevant staff of student death as above</li> <li>• to act as the overall co-ordinator of actions arising, liaising with: next of kin and with Police</li> <li>• ensure condolences are sent by Principal to next of kin and other appropriate individuals where relevant</li> </ul>	<ul style="list-style-type: none"> <li>• Point of contact for next of kin/family</li> <li>• Point of contact for Police, Coroner's Office,</li> <li>• co-ordinate offers of support to affected students/staff,</li> <li>• Maintain contact with department to disseminate information on funeral arrangements and/or memorial events</li> <li>• in consultation with the Department (and HR for staff) arrange and disseminate the availability of counselling professionals for distressed students and staff</li> <li>• take any action required by law as the result of a possible death by reason of infectious disease to collaborate if appropriate with the NHS/local authority</li> </ul>

<b>Dean of Students</b>	<ul style="list-style-type: none"> <li>notify relevant staff as above of student death plus staff in immediate areas of responsibility</li> <li>ensure that the student's record is immediately updated,</li> <li>ensure that all internal administrative enquires are referred to ensure that no School communications, including invoices, are sent to the deceased's address</li> </ul>	<ul style="list-style-type: none"> <li>Point of contact for legal representatives, as appropriate</li> <li>Liaison with Marketing &amp; Communications in case of matters relevant to School's reputation</li> <li>ensure that the Library, IT and other registrations in the name of the student are cancelled</li> <li>Consider appropriate posthumous awards</li> <li>Organise review/washup meeting at the conclusion of the process, to consider potential improvements to response</li> </ul>
<b>Relevant Head of Administration</b>	<ul style="list-style-type: none"> <li>inform academic staff and departmental admin/technical/ staff,</li> <li>co-ordinate with relevant Director Music or Drama informing of fellow students</li> <li>co-ordinate with Development Office in the event student has named sponsorship</li> </ul>	<ul style="list-style-type: none"> <li>in consultation with Principal's Office and Director arrange an appropriate School tribute at the funeral of the deceased (taking advice from those in contact with the family and with particular attention to cultural sensitivities)</li> <li>liaise with Student Affairs over an appropriate memorial in the department</li> </ul>
<b>Head of Facilities Management (or equivalent)</b>	<ul style="list-style-type: none"> <li>notify relevant officers of student death as above</li> <li>identify immediate risks to staff and students if incident was on campus</li> <li>take steps as outlined in the additional notes on discovery of a death on School premises</li> </ul>	<ul style="list-style-type: none"> <li>inform School insurers where relevant</li> <li>assess Health &amp; Safety implications of any incident on campus</li> <li>follow the reporting procedures required by law</li> <li>advise on the implementation of immediate closures or changes in practice where necessary</li> <li>Keep Academic Registrar informed of any legal implications</li> <li>If student a resident of Sundial Court liaise with Head of Student Affairs about next of kin access to residence</li> <li>Liaise with Head of Student Affairs about next of kin access to possessions in lockers</li> </ul>

## Second & Third Tier Responsibilities:

These are School staff that may have responsibilities stemming from the death of a student. The aim in all cases should be:

- to ensure that no routine administrative procedure is continued which may cause embarrassment to the School and additional distress to relatives/friends of the deceased;
- to ensure that follow-up enquiries, internal or external, are channelled to someone with first-tier responsibility or someone delegated by that group;
- to put in place support and processes for those affected to adjust and recover from the news of the tragedy;
- to ensure that all concerned have confidence that the School is acting in a responsible, compassionate and sensitive manner.

	<b>Immediately</b>	<b>Continuing</b>
<b>The Principal in consultation with Head of Student Affairs</b>	<ul style="list-style-type: none"> <li>inform SMT</li> <li>write a letter of condolence to the family/partner in conjunction with the relevant Director of Music or Drama</li> </ul>	<ul style="list-style-type: none"> <li>Arrange to meet next of kin if thought appropriate</li> <li>To be present or represented at funeral/memorial event</li> </ul>
<b>Director of Music or Drama</b>	<ul style="list-style-type: none"> <li>assist with informing staff and students connected with the deceased</li> </ul>	<ul style="list-style-type: none"> <li>facilitate appropriate representation by staff and students at a funeral and/or memorial service/event</li> </ul>

	<ul style="list-style-type: none"> <li>write a letter of condolence to the family/partner in conjunction with Principal</li> </ul>	
<b>Head of Department/Head of Programme</b>	<ul style="list-style-type: none"> <li>provide updates on last interactions with the student as requested by the Director of Student Services and/or the Police</li> <li>help identify students who were close to the deceased and are most vulnerable in the immediate aftermath</li> </ul>	<ul style="list-style-type: none"> <li>make appropriate contact with, and send a letter of condolence to, the family/partner of the deceased</li> <li>ensure all assessment marks are up to date for deceased student – liaise with Academic Registrar about exit awards etc</li> <li>ensure the continuation of teaching but being sensitive to possible distress of some students</li> <li>raise awareness of the School’s central support services</li> <li>contribute to the School’s discussions on funeral arrangements, memorials, and contacts with the family/partner</li> <li>liaise with Head of Student Services about contact with the family</li> </ul>
<b>Head of Marketing &amp; Communications</b>	<ul style="list-style-type: none"> <li>agree immediate statement if enquiries come in, defining facts and limiting what is said to whom</li> <li>ensure switchboard direct all enquiries to the Marketing Dept (or PR consultant)</li> </ul>	<ul style="list-style-type: none"> <li>handle, or delegate the handling, of all media enquiries</li> <li>where practicable, if necessary to assist with shielding the relatives from the media</li> <li>arrange, where appropriate and in consultation with the first-tier group dissemination of information to the School at large</li> <li>Monitor social media</li> </ul>
<b>SU President</b>	<ul style="list-style-type: none"> <li>inform the VPs</li> <li>identify if the student was involved in any SU groups or activities and pass any relevant information on to the Head of Student Services</li> <li>ensure SU run social media doesn’t discuss the incident until announcements have been made</li> </ul>	<ul style="list-style-type: none"> <li>in consultation with those with first-tier responsibilities, write a letter of condolence to the family/partner</li> <li>contribute to the School's discussion on funeral arrangements, memorials</li> </ul>
<b>Student Funding Officer</b>	<ul style="list-style-type: none"> <li>notify relevant external agencies – Student Finance England, Student Loans Company, US loans</li> </ul>	<ul style="list-style-type: none"> <li>stop any payments to the student and amend records accordingly</li> </ul>
<b>Library</b>	<ul style="list-style-type: none"> <li>Prevent any overdue or invoices being sent to the student</li> <li>Close account and write off School assets (where distress caused to relatives would be disproportionate to the recovery).</li> </ul>	
<b>Student Finance Officer (Finance Dept)</b>	<ul style="list-style-type: none"> <li>prevent any debtor suspension letters/emails being issued ensure there are no immediate letters to be sent to the student</li> <li>provide any recent communication to the Head of Student Affairs if requested</li> </ul>	<ul style="list-style-type: none"> <li>consider banking implications, i.e. withholding direct debit request.</li> </ul>

## What happens next?

#### Communication

It is of vital importance that only known facts are communicated in the first instance, especially via email. If other relevant people are identified as being required to know about the incident then they may be added to the contact list, however care must be taken to minimise distribution of initial information to only those that need to be aware for reasons outlined in the table above. Rumour and guesswork must not be allowed to spread.

#### Informing students

Informing fellow students of their colleague's death needs to be done sensitively and quickly. This can be done either by calling a special meeting, or, more likely, at the end of a class. The Student Affairs Department should ideally be represented when the news is broken but they can at the very least advise on conducting this type of meeting. Special arrangements will need to be considered in vacation time, particularly the long summer vacation.

All facts, as far as they are accurately known should be made known, as should the availability of on-going support and a person to contact for further information. Another meeting may need to be called once the results of any post mortem are known.

If students are away on placement, or it is out of term time, and it is impossible to inform them in person then alternative ways of informing them should be considered. Email should be used if necessary but only when all face to face alternatives have been exhausted. It is imperative that students are told swiftly as social media can often shape the message without any control.

### **Additional considerations**

#### Funeral

The funeral is likely to take place during the following week. The responsibility for the funeral rests with the family, and their wishes take priority. Some families prefer a small private ceremony, especially in the event of tragic or suspicious circumstances, and thus it may not be possible for staff or students to attend. Alternatively, the family may be glad if representative staff and students attend, with, where possible, the assistance of the School. Sometimes it may also be advisable for a member of staff, who did not know the deceased, to accompany affected students to the funeral in order to offer support, while at other times someone who did know him/her is appreciated. It is also possible to hold a parallel event in School at the same time as the funeral, or at a later date, for those who cannot travel or attend the funeral itself

It can be quite a shock for staff and students to return to School and discover that someone has not only died, but has been buried – and they missed it. This is when a School memorial service or event can be very helpful for all concerned.

#### Possessions

Collection of the possessions of the deceased, including their work, will be a distressing time, particularly for the next-of-kin. The situation will need to be handled sensitively and with respect to the wishes of those directly involved. Liaison will be undertaken with Facilities by the Head of Student Affairs, as appropriate. The family may also wish to have copies of the students' work and assessment reports. This should be arranged via the Department and Registry.

#### Continuing

As time passes and when School records have been amended, staff and students may continue to be affected by the death. Consideration needs to be given to any requests to defer assessment etc.

#### Identification of appropriate memorial concert/ performance

This will depend upon the length of the student's association with the School and the manner of his/her death. Where the student was scheduled to play a role in a forthcoming performance (eg, play, opera, orchestra), it may be appropriate to dedicate the performance to the deceased student provided that the performance is not too close to the funeral and family members have the opportunity to be invited to attend. It may be appropriate to change the repertoire.

In some instances, the student body may decide to instigate a student-led performance, and the School will help facilitate this memorial where appropriate.

Emergency Contacts / a Death that occurs outside of regular School 'hours'

At Sundial Court the emergency contact is Sundial court Reception or the Residential Warden.

Within the School whilst the School buildings are open, emergencies should be reported to Silk Street Reception

An emergency off School premises and outside opening times– normal emergency procedures apply (eg dialling 999)

Withdrawal of a terminally ill student from a programme of study

In some cases a student who dies whilst enrolled at the School is in fact temporarily withdrawn due to their terminal illness.

The Department is advised to discuss with the student how much contact they would like with the School. This will naturally vary, however normally the majority are pleased to continue to be involved in information mail outs. In some cases it may be more appropriate to establish a point of contact within the students' family so that individuals can be kept aware of progress. Establish what the best mode of communication might be– emails are particularly helpful as it helps keep contact but allows the family to reply when they have time and avoids staff feeling like they may be intruding. Establish also how much of the information given can be passed on to colleagues or students.

If a student does die whilst withdrawn due to serious illness the normal protocols are followed. A letter of condolence is written to the bereaved family from both the School/department and the Principal. Depending on how much of the programme was completed, the student may be given a posthumous award as a record of achievement.

## Annex 2: Procedure in the event of a death of a current staff member

### Notification of a staff member death

	First tier responsibilities		Second tier responsibilities		Third tier
<b>First person notified will immediately contact...</b>	<b>Head of Department (co-ordinator)</b>	Who will contact	<b>The Principal (or VP in charge)</b>	Who will contact	<b>Chairman of the Board of Governors</b>
			<b>The relevant Director of Music or Drama (or other Director)</b>		
			<b>Head of Library</b>		
			<b>SU President (where employee known to students)</b>		
	<b>Head of Marketing &amp; Communications</b>	Who will contact	<b>PR team (where relevant)</b>		
			<b>Development team (where relevant)</b>		
	<b>HR</b>	Who will contact	<b>Payroll Pension Team IT</b>		
	<b>Head of Facilities Management (or equivalent)</b>  (if death in Sundial or on School premises)	Who will contact	<b>Director of Buildings and Operations</b>		
			<b>Comptroller and City's Solicitors (if required)</b>		

### First Tier Responsibilities:

The following staff will act together as a team, the role of which is to ensure the following:

- that the appropriate people in the School and externally are informed of the death;
- that the legalities surrounding the event are being followed;
- that appropriate people are consulted and involved with the further actions that the School may wish or need to take.
- that Tier 2 staff are aware of their responsibilities.

	<b>Immediately</b>	<b>Continuing</b>
<b>Head of Department (co-ordinator)</b>	<ul style="list-style-type: none"> <li>• confirm the veracity of information and that the next of kin have been informed</li> <li>• notify relevant staff of staff members death as above</li> <li>• to act as the overall co-ordinator of actions arising</li> <li>• ensure condolences are sent by self, Principal to next of kin and other appropriate individuals where relevant</li> <li>• liaise with relevant Director and head of Marketing to inform academic staff and departmental admin/ technical/ staff and students where relevant</li> </ul>	<ul style="list-style-type: none"> <li>• Point of contact for next of kin/family</li> <li>• co-ordinate offers of support to affected students/staff,</li> <li>• Maintain contact to disseminate information on funeral arrangements and/or memorial events</li> <li>• in consultation with Principal's Office and Director arrange an appropriate School tribute at the funeral of the deceased (taking advice from those in contact with the family and with particular attention to cultural sensitivities)</li> </ul>



		<ul style="list-style-type: none"> <li>liaise with colleagues to produce obituary for Staff obituaries webpage (teaching staff)</li> <li>take any action required by law as the result of a possible death by reason of infectious disease to collaborate if appropriate with the NHS/local authority</li> </ul>
<b>HR</b>	<ul style="list-style-type: none"> <li>notify next of kin if appropriate</li> <li>ensure that all internal administrative enquires are referred to ensure that no School communications are sent to the deceased's address</li> <li>Notify Payroll and Pensions team</li> </ul>	<ul style="list-style-type: none"> <li>Point of contact for Police, Coroner's Office, and other legal representatives, as appropriate</li> <li>Liaison with Marketing &amp; Communications in case of matters relevant to School's reputation</li> <li>in consultation with the Department arrange and disseminate the availability of counselling professionals for distressed staff and availability of Employee Assistance Programme</li> <li>ensure that the Library, IT and other registrations in the name of the staff member are cancelled</li> <li>write to nearest relative with details of final pay</li> <li>Organise review/washup meeting at the conclusion of the process, to consider potential improvements to response</li> </ul>
<b>Head of Marketing &amp; Communications</b>	<ul style="list-style-type: none"> <li>agree immediate statement if enquiries come in, defining facts and limiting what is said to whom</li> <li>ensure switchboard direct all enquiries to the Marketing Dept (or PR consultant)</li> <li>Work with Head of Department on communication plan to wider staff and student body (including funeral plans where appropriate)</li> </ul>	<ul style="list-style-type: none"> <li>handle, or delegate the handling, of all media enquiries</li> <li>where practicable, if necessary to assist with shielding the relatives from the media</li> <li>arrange, where appropriate and in consultation with the first-tier group dissemination of information to the School at large</li> <li>Monitor social media</li> </ul>
<b>Head of Estates Management</b>	<ul style="list-style-type: none"> <li>notify relevant officers of student death as above</li> <li>identify immediate risks to staff and students if incident was on campus</li> <li>take steps as outlined in the additional notes on discovery of a death on School premises</li> </ul>	<ul style="list-style-type: none"> <li>inform School insurers where relevant</li> <li>assess Health &amp; Safety implications of any incident on campus</li> <li>follow the reporting procedures required by law</li> <li>advise on the implementation of immediate closures or changes in practice where necessary</li> <li>Keep HR informed of any legal implications</li> <li>Liaise with Head of Department about next of kin access to possessions</li> </ul>

## Second Tier Responsibilities:

These are School staff that may have responsibilities stemming from the death of a member of staff. The aim in all cases should be:

- to ensure that no routine administrative procedure is continued which may cause embarrassment to the School and additional distress to relatives/friends of the deceased;
- to ensure that follow-up enquiries, internal or external, are channelled to someone with first-tier responsibility or someone delegated by that group;
- to put in place support and processes for those affected to adjust and recover from the news of the tragedy;
- to ensure that all concerned have confidence that the School is acting in a responsible, compassionate and sensitive manner.

	<b>Immediately</b>	<b>Continuing</b>
<b>Library</b>	<ul style="list-style-type: none"> <li>• Prevent any overdue or invoices being sent to the staff member</li> <li>• Close account and write off School assets (where distress caused to relatives would be disproportionate to the recovery).</li> </ul>	
<b>IT</b>	<ul style="list-style-type: none"> <li>• Suspend account</li> <li>• Aid department in accessing School related files on server, and (where appropriate) family members in accessing personal files held on the server</li> </ul>	

## What happens next?

### Communication

In the event of an unexpected death, it is of vital importance that only known facts are communicated in the first instance, especially via email. If other relevant people are identified as being required to know about the incident then they may be added to the contact list, however care must be taken to minimise distribution of initial information to only those that need to be aware for reasons outlines in the table above. Rumour and guesswork must not be allowed to spread.

### Informing staff and students

Informing fellow departmental members of their colleague's death needs to be done sensitively and quickly. Where ever possible, this should be done by calling a special meeting. All facts, as far as they are accurately known should be made known, as should the availability of on-going support and a person to contact for further information. Another meeting may need to be called once the results of any post mortem are known.

If the announcement is out of term time, and it is impossible to inform staff in person then alternative ways of informing them should be considered. Email should be used if necessary but only when all face to face alternatives have been exhausted.

Similarly, where the deceased member of staff was a teacher, consideration should be given to informing his/her students as soon as possible, preferably in person (see student section above).

## Additional Considerations

### Funeral

The funeral is likely to take place during the following week. The responsibility for the funeral rests with the family, and their wishes take priority. Some families prefer a small private ceremony, especially in the event of tragic or suspicious circumstances, and thus it may not be possible for staff or students to attend. Alternatively, the family may be glad if representative staff and students attend, with, where possible, the assistance of the School. It is also possible to hold a parallel event in School at the same time as the funeral, or at a later date, for those who cannot travel or attend the funeral itself.

It can be quite a shock for staff and students to return to School and discover that someone has not only died, but has been buried – and they missed it. This is when a School memorial service or event can be very helpful for all concerned.

#### Possessions

Collection of the possessions of the deceased will be a distressing time, particularly for the next-of-kin. The situation will need to be handled sensitively and with respect to the wishes of those directly involved. Liaison will be undertaken with Facilities by the Head of Department, as appropriate.

#### Identification of appropriate memorial concert/ performance

This will depend upon the length of the staff member's association with the School and the manner of his/her death. If he/she was due to be involved in a particular forthcoming performance it may be appropriate to dedicate the performance to the deceased staff member provided that the performance is not too close to the funeral and family members have the opportunity to be invited to attend. For some long-serving members of staff a specific memorial concert/event may be held in due course.

#### Freelancers

Freelancers with a long association with the School (ie have worked for the School on a regularly basis for at least three years) will be treated as a member of staff where applicable

Freelancers with a short association will not be treated as a member of staff but if engaged with the School at the time of death will need to be given due consideration in respect of condolences to family members, prompt payment of fees due (without necessarily and invoice) and the return of any possessions left at the School.

# Annex 3a: Procedure in the event of the death of an alumnus

## Notification of an alumnus death

	First tier responsibilities		Second tier responsibilities		Third tier
<b>First person notified will immediately contact...</b>	<b>Deputy Head of Development (Engagement)</b>	Who will contact	<b>The Principal (or VP in charge)</b>	Who will contact	<b>Chairman of the Board of Governors (where relevant)</b>
			<b>The relevant Director of Music or Drama</b>		
			<b>Head of Marketing &amp; Communications</b>		
			<b>Academic Registrar (where recent alumnus)</b>		
			<b>SU President (where recent alumnus)</b>		

### First Tier Responsibilities:

The Deputy Head of Development (Engagement) will ensure:

- that the appropriate people in the School are informed of the death;
- that appropriate people are consulted and involved with the further actions that the School may wish or need to take.

	Immediately	Continuing
<b>Deputy Head of Development (Engagement)</b>	<ul style="list-style-type: none"> <li>• confirm the veracity of information;</li> <li>• notify relevant staff of alumnus death as above;</li> <li>• to act as the overall co-ordinator of actions arising;</li> <li>• ensure condolences are sent by Principal to next of kin and other appropriate individuals where relevant;</li> <li>• liaise with relevant Director and Head of External Affairs to inform academic staff and departmental admin/ technical/ staff and students where relevant;</li> <li>• ensure that the alumnus' record in Raiser's Edge is immediately updated, to ensure that no School communications are sent to the deceased's address</li> </ul>	<ul style="list-style-type: none"> <li>• point of contact for next of kin/family and other concerned alumni;</li> <li>• maintain contact with department to disseminate information on funeral arrangements and/or memorial events;</li> <li>• if requested by next of kin/family or other concerned alumni and appropriate, circulate a notice to alumni community via social media and/or email;</li> <li>• draft appropriate notice/obituary for publication in the subsequent edition of PLAY magazine;</li> <li>• monitor alumni social media.</li> </ul>

### Second Tier Responsibilities:

These are School staff that may have responsibilities stemming from the death of an alumnus. The aim in all cases should be:

- to ensure that no routine administrative procedure is continued which may cause embarrassment to the School and additional distress to relatives/friends of the deceased;
- to ensure that follow-up enquiries, internal or external, are channelled to the Deputy Head of Development (Engagement);
- to ensure that all concerned have confidence that the School is acting in a responsible, compassionate and sensitive manner.

	<b>Immediately</b>	<b>Continuing</b>
<b>The Principal (or VP in charge)</b>	<ul style="list-style-type: none"> <li>write a letter of condolence to the family/partner in conjunction with the relevant Director of Music or Drama.</li> </ul>	<ul style="list-style-type: none"> <li>to be present or represented at funeral/memorial event, if appropriate.</li> </ul>
<b>Director of Music or Drama</b>	<ul style="list-style-type: none"> <li>assist with informing staff and students connected with the deceased;</li> <li>write a letter of condolence to the family/partner in conjunction with Principal.</li> </ul>	<ul style="list-style-type: none"> <li>facilitate appropriate representation by staff and students at a funeral and/or memorial service/event;</li> <li>take a decision on whether or not a memorial event or performance dedication at the School is appropriate</li> </ul>
<b>Head of Marketing &amp; Communications</b>	<ul style="list-style-type: none"> <li>none.</li> </ul>	<ul style="list-style-type: none"> <li>monitor School social media.</li> </ul>

# Annex 3b: Procedure in the event of the death of a former member of staff

## Notification of the death of a former member of staff

	First tier responsibilities		Second tier responsibilities		Third tier
First person notified	Deputy Head of Development (Engagement)	Who will contact	The Principal (or VP in charge)	Who will contact	Chairman of the Board of Governors (where relevant)
			The relevant Director		
			Head of Marketing and Communications		

### First Tier Responsibilities:

The Deputy Head of Development (Engagement) will ensure:

- that the appropriate people in the School are informed of the death;
- that appropriate people are consulted and involved with the further actions that the School may wish or need to take.

	Immediately	Continuing
Deputy Head of Development (Engagement)	<ul style="list-style-type: none"> <li>• confirm the veracity of information;</li> <li>• notify relevant staff of former staff member's death as above;</li> <li>• to act as the overall co-ordinator of actions arising;</li> <li>• ensure condolences are sent by Principal to next of kin and other appropriate individuals where relevant;</li> <li>• liaise with relevant Director and Head of External Affairs to inform academic staff and departmental admin/ technical/ staff and students where relevant;</li> <li>• ensure that the former staff member's record in Raiser's Edge is immediately updated, to ensure that no School communications are sent to the deceased's address.</li> </ul>	<ul style="list-style-type: none"> <li>• point of contact for next of kin/family and other concerned alumni;</li> <li>• maintain contact with department to disseminate information on funeral arrangements and/or memorial events;</li> <li>• if requested by next of kin/family or other concerned alumni and appropriate, circulate a notice to alumni community via social media and/or email;</li> <li>• liaise with relevant Director and/or departmental staff to draft appropriate notice/obituary for posting on staff obituaries pages of the website and publication in the subsequent edition of PLAY magazine;</li> <li>• monitor alumni social media.</li> </ul>

## Second Tier Responsibilities:

These are School staff that may have responsibilities stemming from the death of a former member of staff. The aim in all cases should be:

- to ensure that no routine administrative procedure is continued which may cause embarrassment to the School and additional distress to relatives/friends of the deceased;
- to ensure that follow-up enquiries, internal or external, are channelled to the Deputy Head of Development (Engagement);
- to ensure that all concerned have confidence that the School is acting in a responsible, compassionate and sensitive manner.

	<b>Immediately</b>	<b>Continuing</b>
<b>The Principal (or VP in charge)</b>	<ul style="list-style-type: none"> <li>• write a letter of condolence to the family/partner in conjunction with the relevant Director</li> </ul>	<ul style="list-style-type: none"> <li>• to be present or represented at funeral/memorial event, if appropriate.</li> </ul>
<b>Director of Music or Drama or Administration</b>	<ul style="list-style-type: none"> <li>• assist with informing staff and students (where relevant) connected with the deceased;</li> <li>• write a letter of condolence to the family/partner in conjunction with Principal.</li> </ul>	<ul style="list-style-type: none"> <li>• facilitate appropriate representation by staff and students at a funeral and/or memorial service/event if appropriate;</li> <li>• take a decision on whether or not a memorial event or performance dedication at the School is appropriate</li> </ul>
<b>Head of Marketing and Communications</b>	<ul style="list-style-type: none"> <li>• none.</li> </ul>	<ul style="list-style-type: none"> <li>• monitor School social media.</li> </ul>

# Annex 3c: Procedure in the event of the death of a senior volunteer\*/long-standing supporter\*\*

## Notification of a senior volunteer/long-standing supporter

	First tier responsibilities		Second tier responsibilities		Third tier
First person notified will immediately contact...	Deputy Head of Development (Engagement)	Who will contact	The Principal (or VP in charge)	Who will contact	Chairman of the Board of Governors (where relevant)
			The relevant Director of Music or Drama		
			Head of Marketing & Communications		
			Academic Registrar (where recent alumnus)		
			SU President (where recent alumnus)		

### First Tier Responsibilities:

The Deputy Head of Development (Engagement) will ensure:

- that the appropriate people in the School are informed of the death;
- that appropriate people are consulted and involved with the further actions that the School may wish or need to take.

	Immediately	Continuing
Deputy Head of Development (Engagement)	<ul style="list-style-type: none"> <li>• confirm the veracity of information;</li> <li>• notify relevant staff the death as above;</li> <li>• to act as the overall co-ordinator of actions arising;</li> <li>• ensure condolences are sent by Principal to next of kin and other appropriate individuals where relevant;</li> <li>• liaise with relevant Director and Head of External Affairs to inform academic staff and departmental admin/ technical/ staff and students where relevant;</li> <li>• ensure that the individual's record in Raiser's Edge is immediately updated.</li> </ul>	<ul style="list-style-type: none"> <li>• point of contact for next of kin/family;</li> </ul>



## Second Tier Responsibilities:

These are School staff that may have responsibilities stemming from the death of a senior volunteer or long-standing donor. The aim in all cases should be:

- to ensure that no routine administrative procedure is continued which may cause embarrassment to the School and additional distress to relatives/friends of the deceased;
- to ensure that follow-up enquiries, internal or external, are channelled to the Deputy Head of Development (Engagement);
- to ensure that all concerned have confidence that the School is acting in a responsible, compassionate and sensitive manner.

	<b>Immediately</b>	<b>Continuing</b>
<b>The Principal (or VP in charge)</b>	<ul style="list-style-type: none"> <li>• write a letter of condolence to the family/partner.</li> </ul>	
<b>Head of Marketing &amp; Communications</b>	<ul style="list-style-type: none"> <li>• none.</li> </ul>	<ul style="list-style-type: none"> <li>• monitor School social media.</li> </ul>

\* **'Senior volunteer'** refers to individuals who we know have served nine years on Guildhall School governance boards and / or fundraising boards i.e. Campaign Board, Board of Governors, Board of Trustees.

\*\* **'Long-standing supporter'** refers to individuals who we know have donated consistently for 10 years+, or have given over £100,000 in the last three years.)

## **Annex 4: Discovery of a death on School premises**

1. The Police must be notified.
  2. Nothing should be moved or touched until the Police have arrived and their guidance has been sought.
  3. If there is a "violent, unnatural death, or sudden death of which the cause is unknown..." then the Coroner's Act 1988 imposes on the Coroner a duty (usually delegated to the Police at the scene) to establish; who the deceased was; where, when and how the deceased met their death; details required for the registration of the death
  4. The Police will normally arrange for the removal of the body.
  5. The Police (or Hospital) will normally arrange that the next of kin are informed. In the case of an international student the Police will normally contact their counterparts in the students' country, who will then inform the next of kin. The Head of Student Affairs must check with the Police whether this has been done and which person(s) have been informed. The School may need to assist the Police by making available information from its student records system.
  6. In the unlikely event that the Police do not undertake this duty, responsibility may fall to
    - the Head of Student Affairs (or nominee) for a student
    - the Head of HR for a member of staff
    - the Head of Enterprise for an enterprise participant.
- It is essential that the veracity of the information about the death before making any contact with the next of kin.
7. If there are witnesses whom the Police will wish to interview, they should be taken to a private area removed from the immediate scene as soon as possible and provided with appropriate support.
  8. In most cases, the sudden death of a student will become common knowledge to at least a portion of the community within a short space of time. Basic information should be disseminated without delay on a 'need to know' and 'need to support' basis. Failure to communicate can lead to rumour and unnecessary anxiety in the School community.
  9. An apparent or alleged suicide is not a suicide until a Coroner says so. It is important that people acting in an official capacity within the School know this and do not pre-empt the Coroner's verdict in communication.
  10. The Senior Management Team, the Chairman of the Board of Governors, and the School's press officer/public need to be informed straight away of a death on School premises.