Student Death Response and Notification Guidelines

Critical Injury or Death of a University Community Member Student and Employee Guidelines for Non-Emergency Situations

The critical injury or death of a student or employee is a tragedy not only for family members and friends but also for the University community. The University of Denver strives to ensure that our responses are thoughtful, caring, professional, coordinated, and consistent. If you become aware of the critical injury or death of a DU community member, and any immediate or continuing threat has been addressed, please report the incident so that the University can respond appropriately. The notification of a tragic event sets in motion a range of protocols by Campus Safety, administrators, medical and mental health professionals, Student Life personnel, faculty, students, and others, depending on the circumstances. While such tragedies may profoundly impact the home department of the student or employee, it is imperative that academic and business units resist attempting to handle tragic events autonomously but rather involve the University officials responsible for crisis management. These guidelines are intended to assist University community members in contacting the appropriate officials to initiate the most immediate and effective response to a non-emergency tragic event. In case of an immediate or continuing threat, call 911 and Campus Safety at 13000.

NOTIFICATION—Campus Safety - 12334 Any member of the university community may receive information from a variety of sources regarding the serious injury or death of a student or employee. If you become aware of such a tragedy involving a DU community member, call Campus Safety at x12334 or (303-871-2334). Please don’t assume that someone else has called. After notifying Campus Safety, please take a moment to follow up with one of the offices listed as second contact and wait for further instructions from the support team regarding crisis management. Your partnership and cooperation with the response team are critical to ensuring that DU addresses the situation compassionately and effectively.

First Contact
Current Student          Campus Safety (12334)
Current Employee        Campus Safety (12334)
Recent Graduate         Campus Safety (12334)
(within one year after graduation)
Alumni                        Campus Safety (12334)
(more than one year after graduation)
Former Faculty/Staff    Campus Safety (12334)

Second Contact
Current Student          Pioneers CARE (12400)
Current Employee        Human Resources (17511)
Recent Graduate         Pioneers CARE (12400)
(within one year after graduation)
Alumni                        Alumni Relations (alumni@du.edu)
(more than one year after graduation)
Former Faculty/Staff    Human Resources (17511)

OUTREACH AND SUPPORT— Pioneers CARE and Human Resources

The director of student outreach and support (undergraduate) and the director of graduate student services (graduate) lead the University's outreach efforts and serve as support resources for those students most directly affected by a tragedy. Please file a Pioneers CARE Report (https://publicdocs.maxient.com/reportingform.php?UnivofDenver&layout_id=99). The Human Resources office works with affected individuals in the case of faculty or staff injuries or deaths. The University's official notification of the tragedy will invite community members to contact DU's resources and individuals as necessary. While many members of the University community may be trained in health and counseling, all official outreach must be provided by authorized staff. If employees undertake actions outside of their job responsibilities, they put the University at legal risk.

COMMUNICATION—Office of Marketing and Communications

In order to protect the privacy of those involved and to ensure accuracy of information, please do not distribute notices about the tragic event to anyone on or off campus. Emails or other forms of communication sent regarding this type of situation without authorization is prohibited. All formal communication must be managed through institutional protocol and approved by the University Marketing and Communications office. Please direct all media inquiries to the Office of Marketing and Communications (http://www.du.edu/marcomm).

UNIT-LEVEL RESPONSES

Affected units may wish to organize a response by the colleagues or peers most closely associated with the student or employee. However, all responses must be coordinated through the university chaplain, associate provost, dean, director or their designees to ensure that efforts are managed consistently, appropriately and sensitively.