

# GREEK TO YOU

IT'S *not to us*

## CRISIS MANAGEMENT OUTLINE

### CRISIS MANAGEMENT = LOSS CONTROL

Crisis management is much more than just dealing with an incident. It is also about crisis prevention, planning for a crisis, and damage control after a crisis.

A fraternity or sorority emergency situation may be prompted by a number of things:

- An accident resulting in severe or fatal injuries, sexual assaults or domestic disputes, or a member attempting or committing suicide
- Fire or explosion in the fraternity chapter facility
- Substantial damage to the chapter facility caused by storms, floods, tornadoes, or earthquakes
- Deliberate damage to the chapter facility from malicious mischief, sabotage, or riots
- Chapter member, members, or the entire chapter being accused of violating local, state, federal, or university/college laws, rules, and regulations

In the event of an emergency or tragedy, having a plan will help a chapter deal with the crisis and get back on track for normal operations. These points should be part of any crisis management plan:

1. Get immediate medical help for the injured party.
2. Know who is in charge. It is typically the chapter president, but a ranking order of officers should be established if the president is absent.
3. Immediate and timely contact to:
  - Inter/National Fraternity/Sorority
  - Insurance Company/Adjuster
  - University
  - Chapter Advisor/House Corporation President/House Director
4. Be prepared to provide the facts.
  - Who, what, where, when and how?
  - Witnesses
5. All chapter meeting
6. Spokesperson designated.
  - Written statement
  - Agreed upon with Administrative Office Staff
7. Work with all parties in the event of an incident or crisis
8. If your Inter/National organization has a crisis management plan, make sure your members are aware of it and now it is to be implemented

## EMERGENCY PROCEDURES CHECKLIST

### Emergency Phone Numbers posted

- Local Emergency Number 911
- Campus Police \_\_\_\_\_
- Campus Contacts
  - Greek Advisor: \_\_\_\_\_
  - Dean of Students: \_\_\_\_\_
- Fraternity Contacts
  - National Headquarters \_\_\_\_\_
  - Chapter Advisor: \_\_\_\_\_
  - House Corporation Board: \_\_\_\_\_
- Insurance Contact
  - Holmes Murphy 800-736-4327
  - Mary K Mashek extension 5500  
[mmashek@holmesmurphy.com](mailto:mmashek@holmesmurphy.com)
- Mitigation Company
  - ServiceMaster Recovery Management (SRM) 1-888-927-4877
  - Local Contact: \_\_\_\_\_

### Emergency Evacuation Plan posted on every suite/room door

Must include building schematic with clearly posted exits and shelter locations

- Fire Escape Plan
- Threatening Weather Shelter

### Emergency Evacuation Drill

- Fall Semester (date) \_\_\_\_\_
- Spring Semester (date) \_\_\_\_\_

### Emergency Equipment Training

- Fire Extinguishers
- Smoke Detectors
- Sprinklers (if applicable)