

# CRISIS MANAGEMENT PLAN of \_\_\_\_\_

## Call 911 immediately.

### After 911 has been called, the additional steps that should be taken.

- The Chapter President (or officer next in line if the President is not present) takes charge.
- Cooperate fully with the needs of any public safety organization (police, medical or fire personnel).
- Contact appropriate officials (Advisor, Headquarters, University, etc.).
- Restrict access to the chapter house. The President (or officer in charge) must have complete control of the situation and be aware of who is in the area. Permit only your members and appropriate officials to enter.
- Assign one or more responsible members to calmly guard the door.
- Do not tamper with any part of the area involved in the incident, specifically things that might be construed as evidence or areas involved with the incident.
- Assemble your members in a group (in case of fire, assemble outside, in front near the street). All should remain calm. Remind members that only the President or Chapter Advisor can speak for the Fraternity — members are not to speak to anyone (including friends, girlfriends, parents, the university) about the crisis.
- Do not discuss details, speculate on events or otherwise elaborate on the situation.
- Submit all requested information about the incident to the proper authorities.

### DEALING WITH THE MEDIA

- Depending on the circumstances, the National Headquarters may take over any direct contact with the media including the issuance of a press statement.
- If contacted, only the President or Chapter Advisor should speak for the chapter if the National Headquarters provides this direction.
- Avoid “no comment” as it leads to speculation. Instead, make a simple statement: “We are aware that an incident occurred and are cooperating fully with all parties who are investigating.”

### SERIOUS INJURY OR DEATH OF A MEMBER

- DO NOT NOTIFY THE PARENTS. Medical or police personnel who are trained in this will notify the family. After you know that the family has been notified, it is appropriate for a chapter representative to call and share your concern.
- In the event of a death, do not remove any personal items from the room. Do not let members enter the room. Allow only authorized personnel to enter the room. If possible,

keep the door locked. Ask the family what their wishes are in regard to the member's possessions. You may offer to pack them in boxes, but it is more likely that the family will want to do this themselves. Before they arrive, be sure that any borrowed items are returned. When the family arrives, have empty boxes available and offer your help. Understand that this is a difficult time for them and they may want privacy.

- If the family allows member attendance, provide details for members.
- In the case of serious injury or illness, find out the visitation wishes of the family and coordinate this with members of the chapter.

## **FOLLOW-UP**

University staff is usually available for member counseling and general assistance. Individual and group counseling is strongly recommended following any crisis. The National Headquarters will often have mental health and/or counseling resources available for members.

## **CONTACT INFORMATION**

*It is recommended the organization provide contact information in this section (e.g. Executive Director/CEO, Communications staff/volunteer, staff/volunteers who should be called in a crisis).*

## **HOTLINES TO CALL FOR HELP**

### **Emergency**

9-1-1

### **CDC Health Topics (Immunizations, STDs, and more)**

800-CDC-INFO (232-4636)

### **Find Substance Abuse and Mental Health Treatment**

800-662-HELP (4357)

### **National Domestic Violence Hotline**

800-799-SAFE (7233)

### **National Suicide Prevention Lifeline**

800-273-TALK (8255)

### **National Sexual Assault Hotline**

800-656-HOPE (4673)