

# CRISIS MANAGEMENT PROCEDURES

There are several steps to follow in the event of a crisis, with additional steps and considerations dependent on each case or situation. Below is a list of steps to follow regarding a possible tragedy or crisis.

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## Procedures for a tragedy or a crisis:

1. The president is now in charge. Ensure every person in the chapter knows the president oversees every emergency situation involving serious alarm, injury or death. In his absence, a rank order of officers should be established, with each knowing where to find a copy of this policy. Where appropriate, be sure the housemother is aware of this list of procedures.
2. Close the Shelter. If a tragedy has occurred within the shelter, close immediately. The leadership cannot offer instructions if members are leaving and outsiders are entering.
3. Permit only members and appropriate officials to enter.
4. Call for Assistance. The first phone call should be to the appropriate emergency number for ambulance or police assistance. In the case of a fire, contact the nearest fire station. Where installed, alarms will automatically bring the fire truck.
  - After calling emergency personnel, the next call should be the chapter advisor, then to the campus fraternity advisor and finally the Central Office. All will discuss the situation with you and, in all serious cases, be at the shelter as soon as possible. If in doubt as to whether a situation is serious or not, please call!
5. Assemble the Membership. As quickly as possible, assemble the membership in a group.
6. Explain to them there is an emergency and the shelter is closed. Ask them to cooperate in stopping outgoing phone calls until further instructed. Do not allow the officers to discuss specifics of the situation until you arrive. Depending upon the situation, out of house new members and members may need to be called in. No brother should make statements to anyone other than university or college officials. All media requests should be forwarded to the Central Office.
7. Do Not Notify Parents. In the event of a serious accident or illness, the medical personnel will notify parents and advise them of the student's physical situation. In the event of a death, university or college officials will notify parents.
8. Follow Up. In the case of a brother's death, do not announce it until a university or college staff member has arrived to help. Be very careful with this information, as they will call the university or college media office to release an official statement only after all members of the immediate family have been notified. If the deceased brother lived in the shelter, do not move any of his personal possessions.
9. It is, of course, proper to send sympathy cards, flowers, etc. If a funeral is within driving distance, the chapter should consider sending a delegation. Delta Tau Delta has a memorial Ritual pertaining to the Chapter Eternal.



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# OTHER POSSIBLE TRAGEDIES OR CRISIS

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- Significant Property Damage. A fire or other natural phenomena may cause damage to the shelter or grounds. Depending on the severity of damage and related accidents, steps 1-4 should be followed.
- Death of a Member of a Brother's Immediate Family. The chapter's reaction will likely be influenced by how the individual himself reacts. Flowers and a delegation to the funeral are certainly appropriate. The brother will be shaken for some time following his loss. The chapter must remain sensitive to this and assist in any way possible.
- A Brother is Arrested. As much as possible, the chapter should stand clear of any involvement.
- In the case the arresting crime was committed in the shelter or at a chapter-sponsored event, steps 1-4 should be followed. Comments to the public or media should only be made by the Central Office. In no case should chapter funds be used as bail money.

If you need to contact the Central Office immediately, please call 317-284-0203.



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