Tips for Chapter Presidents – Dealing With A Crisis

INJURY / SERIOUS ILLNESS OF A STUDENT

See to it that the student receives proper medical attention Call 911 or the K-State Police Department at 785-532-6412 first. Once the student is in the hands of the medical professionals, we recommend that you...

- Gather your executive officers together and delegate phone calls to
  (A) Your chapter advisor
  (B) Greek Advisor
  (C) Your inter/national headquarters if appropriate
  (D) Your house director (if applicable)
- Do not notify the parents. Medical personnel or the Office of Student Life will notify parents and advise them of the student’s physical condition.
- Secure an accident scene until the proper authorities have had the chance to investigate.
- Do not discuss the situation until the Greek Advisor, Chapter Advisor, or other University officials have arrived.
- Discuss the content of your statement with the University and fraternity/sorority officials before speaking to the media. As the president, you make any appropriate statements (those determined by you and the aforementioned officials) to the media after the situation is under control.
- Assemble your chapter members in a group. Depending on the situation, out-of-house members may need to be called in. It is important that all members remain calm during the crisis. Explain to them that there is an emergency situation. Ask them to cooperate with your instructions until the situation is under control.
- Make sure all members know what your media statement will be, who the designated spokesperson is, and that they are to make no statements to anyone other than University or fraternity/sorority officials.

DANGER TO STUDENT’S SELF OR OTHERS

In cases in which a student’s behavior poses a clear and present danger to self or others, we recommend that you...

- Assess the condition of the student first. If the student is injured or has ingested a harmful substance, Call 911 or the K-State Police Department at 785-532-6412 immediately.
- Secure the area where the student is located. Keep the onlookers to a minimum.
- Gather your executive officers together and delegate phone calls to
  (A) Your chapter advisor
  (B) Greek Advisor
  (C) Your inter/national headquarters if appropriate
  (D) Your house director (if applicable)
- The Police will contact the appropriate officials, who in turn will determine the need for assessment of the student’s mental or physical health.
- Do not notify the parents. Medical personnel or the Office of Student Life will notify parents and advise them of the student’s physical condition.
- Do not discuss the situation until the Greek Advisor, Chapter Advisor, or other University officials have arrived.
- Discuss the content of your statement with the University and fraternity/sorority officials before speaking to the media. As the president, you make any appropriate statements (those determined by you and the aforementioned officials) to the media after the situation is under control.
- In the case of a suicide attempt, with or without serious injury, assemble your chapter members in a group and explain to them that a medical emergency has happened. Do not inform the members that the student has attempted to take his/her life.
- Make sure all members know what your media statement will be, who the designated spokesperson is, and that they are to make no statements to anyone other than University or fraternity/sorority officials.
If a death occurs, immediately **Call 911 or the K-State Police Department at 785-532-6412.** These offices will contact the appropriate City/University officials. The Office of Student Life will coordinate interactions and communications between the University and the family of the deceased person.

- Gather your executive officers together and delegate phone calls to:
  - (A) Your chapter advisor
  - (B) Greek Advisor
  - (C) Your inter/national headquarters if appropriate
  - (D) Your house director (if applicable)

- **Do not notify parents.**
- If the death occurred outside the chapter house (not on property), do not announce it until University officials have arrived to help you.
- If the death occurred inside the chapter house (or on chapter property), secure the location immediately.
- Do not move any of the deceased student’s personal possessions.
- If the deceased has a roommate, you will want to find a temporary living area for this person.
- Do not discuss the situation until the Greek Advisor, Chapter Advisor, or other University officials have arrived.
- Discuss the content of your statement with the University and fraternity/sorority officials before speaking to the media. As the president, you make any appropriate statements (those determined by you and the aforementioned officials) to the media **after the situation is under control.**
- Make sure all members know what your media statement will be, who the designated spokesperson is, and that they are to make no statements to anyone other than University or fraternity/sorority officials.
- Wait to contact the family to offer sympathy on behalf of the chapter until you receive directions from a University official.
- Before the family arrives, be sure that all borrowed items are returned to the student’s room, and if possible, lock the room.
- When the family does arrive, escort them to the student’s room and allow them privacy.
- Arrange for empty boxes and packing supplies and offer to help the family.
- Understand that this is an emotional time for family members; they may want to be alone and not accept any help from the deceased’s friends.
- Greek Advisor and the Office of Student Life will work with the chapter to plan a memorial service.