

KANSAS STATE UNIVERSITY INTERFRATERNITY & PANHELLENIC COUNCILS

CRISIS MANAGEMENT PROCEDURES

There are several steps to follow in the event of a crisis/emergency situation:

1. Emergency contacts and phone calls to make immediately.

First: Call 911 and request appropriate emergency services such as ambulance, police or fire. If the emergency situation is a fire, your alarms may automatically bring the fire truck, but do not hesitate to call the campus police regardless of the situation. Briefly and calmly explain the situation so that appropriate Emergency personnel can respond.

2. Before you leave the phone, the second phone call is to the appropriate Greek Affairs Staff person anytime day or night:

Scott Jones, Director of Greek Affairs. (Office: 532-5546; home: 776-3718; cell: 317-3104)

Brandon Cutler, Asst. Director for Fraternities, 515-290-9110

Shawn Eagleburger, Asst. Director for Sororities, 816-898-1055

They will discuss the situation with you and in all serious cases will be at the location in a matter of minutes. If you are in doubt as to whether a situation is serious or not, **call**. If you cannot a Greek Affairs advisor, call the Office of Student Life: **Carla Jones, Asst. Dean of Student Life, (office: 532-6432; home: 537-2827).** Office of Student Life staff may be contacted after office hours through the **K-State Police Department at 785-532-6412.**

3. Call your Chapter Advisor (_____)_____

4. Call your National/International Headquarters (_____)_____

5. Assemble your members in a group. Explain to them that there is an emergency situation and that the house is closed. Be certain that every person in the house knows that the president is in command of every emergency situation involving serious injury or death. Ask them to cooperate in halting outgoing phone calls until the situation is under control. In the president's absence, a ranking order of officers should be established; they should know where to find a copy of this policy. Be sure, also, that the housemother is aware of this procedure. Do not discuss the situation until the Greek Affairs advisor arrives. Instruct your members to make no statements to anyone other than university officials. The president will make any appropriate statements to the media after the situation is under control and we have discussed the content of any statement. Where possible litigation may follow, be cautious about jumping to conclusions or speculation.

The spokesperson should **ONLY STATE THE FACTS THAT HE/SHE KNOWS TO BE TRUE.** Do not lie. If you prefer not to answer a question, just say, "I can't really comment at this time until we have all the facts." **Don't draw conclusions or give an opinion.** What may seem an innocent remark can become distorted when printed or broadcast out of context.

6. **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 officials will notify parents.

7. If the press should contact the chapter, only the president or advisor should speak for the chapter. With the help of your advisor and/or university personnel, a careful statement can be written. Do **NOT** release any names until you know that the timing is appropriate.

While your members and pledges/associates are gathered, there are several things to be done. It is important that they remain calm until the situation is under control. Dependent upon the situation, out-of-house pledges/associates and members may need to be called in. We will discuss the situation and formulate statements making sure everyone knows; your housemother should also be informed.

Caution members not to speak with reporters, and ask them not to discuss the event with other students. Examine the effect that negative publicity could have on the chapter, campus and international fraternity.

If the situation is a death outside the house, do not announce it until a university staff member has arrived to help. Be very careful about this information as we will call the university media office to release a statement only after **all** members of the immediate family have been notified. If the member or pledge/associate lived in the house, do **not** move any of the deceased student's personal possessions. Since most of your men/women share a room, perhaps you will want to move the roommate(s) somewhere else temporarily. You should call the family to offer sympathy on behalf of the chapter; ask what their wishes are in regard to the possessions. You may offer to pack them in boxes, but chances are the parents will prefer to do this themselves. Before they arrive, be sure that all borrowed items are returned to the deceased's room and, if possible, lock it. When they do arrive, you may want to have empty boxes available and offer help. This is an emotional trauma for parents, and they may not want to be with any of their son's/daughter's friends.

It is, of course, proper to send sympathy cards and notes, flowers, etc. If a funeral is in-state, it will mean a great deal to parents for some of the members to attend. Most of your nationals have a memorial ritual pertaining to the chapter. Check your own individual procedures and offer it to the parents in advance of final arrangements.

In the case of a suicide attempt, with or without serious injury, do not assemble your members or call parents. We will quietly discuss further steps to take in this instance.

University staff are always available for member counseling and general assistance. Do not hesitate to call for help. Individual and group counseling is strongly recommended following any crisis situation. No matter how well things appear to be going, counseling and other support services are both wise and appropriate.

NOTE: All of this, no doubt, sounds rather gruesome and harsh. We would like to hope none of you ever have to use these procedures, but this is not realistic. Tragedies do occur and we cannot predict them. What we have, however, is a procedure to follow to ease the situation for all concerned.

PROCEDURES TO BE FOLLOWING IN THE EVENT OF SERIOUS ILLNESS

There are several procedures and precautions that group members should take in the event that one of your fellow members develops what appears to be an extended illness. An ill member may ignore his/her condition or may not take the initiative and seek proper medical assistance. As responsible adults, we must be sensitive about our members' physical and psychological welfare. If you become aware of a member who is suffering from a prolonged illness, please take action immediately by following these guidelines and by contacting the appropriate person who can help.

1. Initially, bring the matter to the attention of the ill member. Tell the member that you are aware of his/her ailing condition and that you are concerned.
2. Determine what kind of medical attention the member has sought. What kind of care has been prescribed?
3. If the ailing individual continues to ignore his/her physical or psychological condition, the initial contact a concerned member should make (outside of the house) should be to the chapter advisor. Information about the situation should be brought to the advisor's attention, consultation should take place, and a specific plan for action should be established.
4. If necessary, the next contact should be to the Office of Greek Affairs appropriate Greek Affairs Staff person anytime day or night:
Scott Jones, Director of Greek Affairs. (office: 532-5546; home: 776-3718; cell: 317-3104)
Brandon Cutler, Asst. Director for Fraternities, 515-290-9110
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We will decide if the parents or guardians should be contacted and by whom. Note: the specific response will depend upon the particulars of the situation.

It is extremely important that members be understanding and sensitive in dealing with cases of serious illness. There may be some situations when an ailing person will not want your assistance and will strongly object to any contact with his/her parents or guardians. It is important to respect the wishes of the person; however, you may find yourself in a situation where respecting a person's desires may not be medically wise or sound.

The realities of the situation should not be ignored. It is hoped that these guidelines will help you deal with a situation in a considerate and helpful manner. Do not hesitate to contact the chapter advisor or the Director of Greek Affairs if you need assistance.

Non Emergency Contacts:

[K-State Police: 785-532-6412](tel:785-532-6412)

[Riley County Police: 785-537-2112](tel:785-537-2112)

[Women's Center: 785-532-6444](tel:785-532-6444)

[Lafene Women's Clinic: 785-532-6544](tel:785-532-6544)

[Mercy Regional Hospital: 785-776-3322](tel:785-776-3322)