

Emergency/Crisis Management Plan

BE PREPARED, BE CALM, AND LEARN FROM THE SITUATION

How to Create a Crisis Management Plan for Your Chapter

Unfortunate circumstances do arise. As a chapter, knowing how to respond in the event of an incident is crucial. *Be prepared with a crisis management plan.* If an accident occurs, the chapter, especially the officers, must take control of the scene. The following Crisis Management Plan will help your chapter effectively address most situations.

Pre-crisis (Be Prepared)

Form a Crisis Management Team consisting of the Consul, Pro Consul, Risk Manager, Chapter Advisor, and, if applicable, the Public Relations Chairman.

Compile a list of contacts and have contact information for all parties who can assist the chapter if a crisis occurs. (See attached.). This should include your Chapter Advisor, Grand Praetor, Headquarters Resources (Risk Management Foundation (RMF) Managing Director, Cornerstone Regional Coordinator, college or university administrator/Greek Advisor, and local police and fire department contacts.

Review the RMF's and your college or university's rules, regulations, and recommendations regarding all aspects of risk management. With this information, provide educational programming for the chapter regarding alcohol management, chapter house safety guidelines, and all other pertinent issues. Question: Where is such programming available?

Be sure to follow the RMF policies and have first aid and fire prevention supplies available in a known, easily accessible place in the house.

During Crisis (Be Calm)

In the event of a serious situation, contact the proper authorities (police, fire, paramedics) **immediately**. If someone on site is properly trained and able, have him or her administer treatment to anyone injured until professional help arrives.

Safely remove all unnecessary parties from the location to avoid confusion and distractions. While doing this, be sure to maintain control and order. The Consul is in charge and must remain calm as people turn to him for answers.

After those injured are properly cared for, gather all chapter members and inform them of the situation. Make sure they know what has been done and what the chapter is planning to do to remedy the situation.

Gather facts and record all accounts of what happened. At a later time, contact all witnesses and record their accounts as well as their names, addresses and phone numbers. Also, remember to take down the names of the police officers who responded to the call.

Contact the members of the Crisis Management Team, especially the Chapter Advisor, Grand Praetor, the appropriate Headquarters staff members, and Greek Advisor, to give a complete and accurate account of what happened.

Appoint a spokesperson, usually the Consul or Public Relations Chairman, to be the one and only brother dealing with media and other outside parties.

Emergency/Crisis Management Plan

Inform anyone who might need counseling where they can receive it at the college or university or in the local community.

Post-crisis (Learn From the Situation)

Visit with the injured people. Show care and compassion for the victims.

Check in with the police officers involved with the case. It is important to develop a professional and respectful relationship with the authorities. Offer your support and cooperation. Ensure them that you are willing to comply with anything they need and that you are taking the proper steps in managing the crisis. Obtain a copy of the Police Report to add to your records. Give them a list of your witnesses and use them as a resource for any contact information you might need.

Provide follow-up news releases to the media, outlining what the chapter has done and how the situation is improving.

Document, study and learn from the situation. Have a chapter meeting discussing the crisis and what was proper (and/or improper) about how the chapter handled it. Although you hope that you will not have to use the plan again anytime soon, it is vital to always know how to properly deal with a crisis.

Adapted from the Spring 2002 *RISKWATCH* issue, „Be Prepared, Be Calm, Learn From The Situation.

IN THE EVENT OF A FIRE

Before a Fire, PLAN AHEAD

- Regularly inspect your chapter house, dorm or apartment for fire hazards. If needed, ask your Campus Safety Office or local fire department for assistance.
- Install battery operated smoke alarms on every level of your house. Maintain and routinely test smoke and fire alarm systems. Replace smoke alarm batteries at least every semester
- Create and update detailed floor plans of your building or house and make them available to emergency personnel and your brothers.
- Post an evacuation plan and ensure that every brother is familiar with it.
- Conduct fire drills and practice escape routes and evacuation plans every month. The best plans have two ways to get out of each room. If your secondary route is through a window, use an Underwriters Laboratory Inc. approved collapsible ladder for escape from upper story windows.
- Ensure that each member of your chapter knows how to properly operate a fire extinguisher.

In the event of a Fire, GET OUT SAFELY

Time is the biggest enemy once a fire has started and escape plans help you get out of your house quickly. In less than 30 seconds, a small flame can get completely out of control and turn into a major fire. It only takes minutes for a house, apartment or dorm to fill with thick black smoke and become engulfed in flames.

Emergency/Crisis Management Plan

Leave NOW.

When a fire occurs, do not waste time saving property. Take the safest exit route, but if you must escape through smoke, remember to crawl low under the smoke, and keep your mouth covered. The smoke contains toxic gases that can disorient you or—at worst—overcome you. Most people who die in a fire do so from smoke inhalation.

Never Open Doors That Are Hot To The Touch.

When you come to a closed door, use the back of your hand to feel the top of the door, the doorknob and the crack between the door and the door frame to make sure that fire is not on the other side. If it feels hot, use your secondary escape route. Even if the door feels cool, open it carefully. Brace your shoulder against the door and open it slowly. If heat and smoke come in, slam the door and make sure it is securely closed, then use your alternate escape route.

Designate A Meeting Place Outside. Take Attendance.

Designate a meeting location away from the house, but not necessarily across the street. For example, meet under a specific tree or at the end of the driveway or front sidewalk to make sure everyone has gotten out safely and no one will be hurt looking for someone who is already safe. Designate one person to phone the fire department.

Once Out, Stay Out.

Remember to escape first, and then notify the fire department using the “911” system or proper local emergency number in your area. Never go back into a burning building for any reason. If someone is missing, tell the firefighters. They are equipped to perform rescues safely.

After calling 911, contact should be made with the following officials:

1. Chapter Advisor(s)
2. Housing Corporation Board President/Advisors
3. Chapter Officers
4. University Contacts
5. Sigma Chi International Headquarters

DO NOT go back into the building to save your personal belongings. Those items can be replaced. Nothing can replace YOU.

Information adapted from the United States Fire Administration.

CONTACTING HEADQUARTERS IN A CRISIS

When contacting HQ, the following information will be needed:

1. Your name, chapter, and chapter office
2. Description of the incident
 - a. All names and contact information of people involved
 - b. Times and dates

Emergency/Crisis Management Plan

- c. Contact information for all authorities working with you on the issue
- 3. Names and contact information of any witnesses
- 4. Alumni support “on the ground” at the chapter

Emergency/Crisis Management Plan

EMERGENCY CONTACT INFORMATION

EMERGENCY CALL 911!!!

Undergraduate Contact Info:

Name	Position	Cell Phone	Home Phone
	Consul		
	Pro Consul		
	Risk Manager		
	Quaestor		
	Annotator		
	Other Officers		
	Other Officers		
	Other Officers		

Chapter Advisors and House Corp:

Name	Position	Cell Phone	Home Phone	Office Phone
	Chapter Advisor			
	House Corp President			
	Chapter Attorney			
	Cornerstone Regional Coordinator			
	Cornerstone Regional Coordinator			
	House Corp Member			
	House Corp Member			

University Officials:

Name	Position	Cell Phone	Home Phone	Office Phone
	Greek Life Coordinator			
	Dean Of Students			
	Director of Health Services			
	Campus Police/Safety			

Sigma Chi International Headquarters:

Name	Position	Cell Phone	Home Phone	Office Phone
	Risk Management			
	Executive Secretary			
	Director of Accountability			