



Safety Review & Crisis Management Planning

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

Pre-crisis (Be Prepared)

- A crisis management plan is only effective if it can be implemented the instant a crisis ensues, and it can only be executed effectively if all undergraduate and alumni brothers are prepared to implement the outlined steps.
- Form a crisis management team consisting of at least the Consul, Pro Consul, Risk Manager, Chapter Advisor; and, if applicable, the Magister and/or Recruitment Chairman.
- Compile a list of emergency contacts and have contact information for all parties who can assist the chapter if a crisis occurs (see end of document for **The List**).
- Review the Fraternity and your 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, and all other pertinent issues.
- Have first aid and fire prevention supplies available in a known, easily accessible place.
- Safety Review and Crisis Management Guidelines provide a logical framework for operating in the event of a crisis. Distribute them to all brothers, and keep them in a readily accessible place. Review at least once each school term.
- Appropriate preventive measures — fire safety, risk management, and others — could help you avoid potential crises. Proper preparation could save the life of a guest or brother.
- The entire chapter Executive Committee should review the Crisis Management Plan and be familiar with important concepts of handling a crisis.

During Crisis (Be Calm)

- In the event of a serious situation, contact the proper authorities and emergency personnel (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 with questions.
- After those injured are properly cared for, gather all chapter members and inform them of the situation. Make sure they know the critical details, including the planned chapter response.
- Contact **The List**, especially the Chapter Advisor, Grand Praetor, appropriate university officials, and Headquarters staff to give a complete account of the event.
- Gather facts and record all witness accounts. Have witnesses write down what they saw as well as their names, addresses, and phone numbers. Also, remember to take down the names of the police officers and any emergency personnel who respond to the call.
- Appoint a spokesperson, usually the Consul or public relations chairman, to be the one and only brother dealing with media and other outside parties. In the case that a Consul is unavailable or absent, the chapter must predetermine who assumes his responsibilities (usually Pro Consul or

Safety Review & Crisis Management Planning

Risk Manager). All brothers must know who is in charge and be prepared to follow instructions.

- Inform anyone who might need counseling where they can receive it at the college or university or in the local community.
- With assistance from the Headquarters staff, the chapter will draft an appropriate statement before any response is issued to the media. Media can also be instructed to direct inquiries to the Executive Director at Headquarters. Do not release any names until an investigation has been completed and the timing is appropriate.
- Complete the Chapter Incident Report online within 24 hours of the incident – prompt reporting often prevents minor incidents from developing into major problems.
- In the event of a serious injury or death, medical or police personnel with appropriate training will notify the family. The chapter should always have parent/guardian information on file for each brother and provide it to proper authorities. After the family has been notified, it is appropriate for the Consul to call and share concerns on behalf of the chapter.

Post-crisis (Learn From the Situation)

- Visit with the injured people. Take time to 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.
- 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 how the chapter properly (and/or improperly) responded to the situation.
- As always, review the chapter’s Safety Review and Crisis Management Guidelines each term.

Adapted from RISKWATCH: Be Prepared, Be Calm, Learn From The Situation

THE LIST

for immediate safety assistance



Contact	Name	Phone
Emergency (Fire/Police)		911
Campus Safety		
Poison Control		
Chapter Advisor		
House Corp. President		
Grand Praetor / Grand Trustee		
School Administrator / Greek Advisor		
Fraternity Headquarters		(847) 869-3655
Risk Management Foundation		(847) 869-3655