

INDIANA UNIVERSITY

Crisis Management Procedures for Fraternities and Sororities

A supplement to existing chapter and university crisis management protocols

General Education

Every chapter member....

- Should be well-versed in the chapter's crisis management procedures (it is recommended that this training be incorporated into the new member education program).
- Should have in their possession, a copy of the chapter's crisis management procedures.
- Should understand that all communication between the chapter and all other entities will flow through the chapter president during crisis situations.
- Should understand that decision-making authority will be centralized with the chapter president during crisis situations.
- Should be well-versed in the ranked succession of authority, in the event that the chapter president is physically absent or otherwise unable to preside over the crisis situation.
- Must understand the importance of unconditional cooperation during crisis situations.

General Procedures

In the event of a crisis, the chapter president should....

1. Call 911 immediately. The situation should be explained briefly to the 911 personnel so that they can determine an appropriate emergency response (if calling from a cellular phone, your location will need to be communicated immediately in order to properly direct the call). Address and phone contact information should be provided at this time.
2. Notify appropriate university officials. During **normal business hours** (9a.m. – 5:30 p.m. Monday thru Friday), contact the Student Activities Office @ 812.855.4311. Ask to speak with either *Steve Veldkamp* or *Michael Goodman*. **After hours**, call the following individuals until you reach someone. DO NOT hesitate to call at any hour.

- Michael Goodman, Greek Life Coordinator 812.855.1227
- Steve Veldkamp, Assistant Dean of Students 812.219.3604
- Harold "Pete" Goldsmith, Dean of Students 812.929.2122
- Carol McCord, Associate Dean of Students 812.320.7472

3. Notify the chapter's alumni advisor

Name _____ Phone _____

4. Notify the inter/national headquarters

Phone _____

DIVISION OF STUDENT AFFAIRS

5. Communicate to chapter members that the chapter facility will be closed until further notice due to the crisis situation. Reiterate that all communication with external entities will flow through the chapter president. Remind members to remain calm and cooperative. Delegate tasks as necessary.
6. In the event that members of the news media contact the chapter, you should work with alumni advisors and/or university officials to craft appropriate statements. The chapter president should be the only member who is authorized to communicate with the media in any way shape or form.

Serious Illness, Injury or Death of a Member

1. Allow appropriate emergency personnel to notify the parents of the victim, utilizing the updated contact information on file with the chapter. After the family has been notified of the situation, it is appropriate for a chapter representative to follow up with the family.
2. In the case of serious injury or illness, it is appropriate to coordinate chapter visitation in accordance with the wishes of the family.
3. In the event of a death, the member's room should be closed and locked immediately. Roommates should be temporarily re-located to another space. Do not remove any items from the member's room.
4. Determine, with assistance from your advisor, appropriate modes of communication with chapter members. If the incident occurs at a chapter facility, close the facility immediately, not allowing anyone in or out until officials arrive and provide directions. It is also suggested that you gather members together to communicate appropriate information and provide support to one another.
5. Ascertain the family's wishes pertaining to the member's possessions. You may offer to pack them into boxes. In the event that the family chooses to pack the possessions, be sure that borrowed items are returned. It is appropriate to offer help, but vital to respect privacy. The room may be cleaned only when approved by the appropriate officials.
6. A chapter designee should coordinate attendance at the funeral or memorial service. Consult with your advisor to determine additional chapter actions (i.e.: ritual memorial service, etc.).

Fights & Medical Transports

1. Be proactive in informing chapter advisors, headquarters staff and university officials. It is generally more productive for information to be communicated in a timely manner by the chapter than by police.

General Follow-up

1. Notification of additional university faculty/staff will be coordinated by the Student Activities Office Staff.
2. Following a crisis situation, individual and/or group counseling is strongly recommended. Counseling and Psychological Services is available to work with your chapter (855.5711).

Important Phone Numbers and Contact Information

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| Emergency Assistance | 911 |
| IU Police Department | 855.4111 |
| Sexual Assault and Crisis Service | 855.5711 |
| IU Information | 855.4848 |
| Counseling and Psychological Services | 855.5711 |
| Incidents Teams (reportit@indiana.edu) | 855-4436 |
| (http://www.trust.indiana.edu/pages/home.html) | |

Religious Affiliated Counseling Contacts (Residence Hall Resource Team)

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| The Reverend Linda Johnson | (812) 336-4466 (office) |
| Trinity Episcopal Church | (812) 334-7971 (home) |
| The Reverend Mary Ann Macklin | (812) 332-3695 (office) |
| Unitarian Universalist Church | |
| | |
| Rabbi Sue Shifron | (812) 336-3824 (office) |
| Helene G. Simon Hillel Center | (812) 333-4296 (home) |
| | |
| The Reverend Rebecca Jiménez, | (812) 333-0188 (home) |
| Doctoral Student & Instructor | (812) 219-3672 (cell) |