

Florida Tech's Fraternity & Sorority Crisis Management Plan



Emergency Phone Numbers:

EMERGENCY: 911 (dial 9 first if dialing on campus)

Office of Security and Safety: 674-8111

Health Center: 674-8078

CAPS: 674-8050

Hospitals:

- Holmes Regional Medical Center: 434-7000
- Wuesthoff Medical Center: 752-1200
- Palm Bay Community Hospital: 434-8000

Local Fire Department: 674-5715

Local Police: 409-2200

Assistant Dean for Student Activities: 674-8080

Fill in for your chapter:

	Name	Phone Number
Chapter President: CALL FIRST		
Chapter Advisor:		
Risk Manager:		
House Corporation Board President:		
National Headquarters:		
Insurance Company:		
Other:		
Other:		

Crisis Management Plan

Crisis management is much more than just dealing with a crisis, it is stopping or avoiding a crisis as well. It is also about crisis prevention, planning for a crisis, and damage control after a crisis.

A fraternity or sorority emergency situation may be prompted by any of the following occurrences:

- An accident resulting in severe or fatal injuries, sexual assaults or domestic disputes, or a member attempting or committing suicide
- Fire or explosion in the fraternity chapter facility
- Substantial damage to the chapter facility caused by storms, floods, tornadoes, or earthquakes
- Deliberate damage to the chapter facility from malicious mischief, sabotage, or riots
- Chapter member, members, or the entire chapter being accused of violating local, state, federal, or university/college laws, rules, and regulations

There may be other types of emergencies, which are not identified specifically above. When an event like this occurs, it can do irreparable damage to the future of the chapter if not handled correctly.

The guidelines listed below will help the chapter deal with the crisis in the most effective and efficient way and put the chapter on the track towards normal operations. Please contact your National Headquarters for crisis management information specific to the organization.

Procedures to be followed by the Chapter President in the event of an emergency or tragedy:

MAINTAINING CONTROL

Be certain that everyone in your chapter knows the president is in command of every emergency situation. In the absence of the president, you should have a rank ordering of officers (chain of command):

1. President
2. _____
3. _____
4. _____
5. _____

PROCEDURE WITH A HOUSE

1. If a crisis has occurred at the chapter house, close the house at once.
2. Permit only members and appropriate officials to enter. Halt all incoming and outgoing telephone calls, except those of an emergency nature.

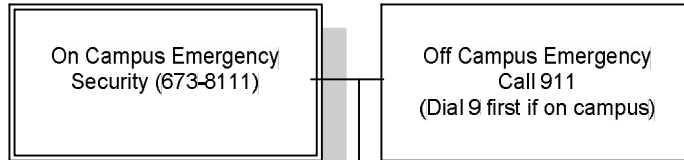
MANDATORY MEETING

In most crisis situations, you will want to call a mandatory chapter meeting, for actives and pledges/associates, as soon as possible. Make sure your chapter advisor or other member of your alumni advisory board is present. At this meeting:

1. Explain the situation and gather facts.
2. Project a strong leadership image to let your members know everything is under control so they will remain calm.
3. Clarify who is the spokesman (normally the chapter president). No one else should make statements or answer questions about the situation.
4. Instruct members not to discuss the incident with anyone, including boy/girlfriends and family members, until the situation has been resolved.
5. In the event of a fire or accident, members should, of course, be encouraged to notify their parents to let them know they are okay.
6. Give a detailed plan for the next several days.
7. Instruct your members to cooperate with campus or law enforcement officials investigating an incident.
8. **If there is an evacuation**: be sure to get a list of where your members are going and a phone number that they can be reached at.

EMERGENCY PHONE CALLS TO MAKE

You need to make several phone calls immediately. Make it clear to your members to CALL THE PRESIDENT FIRST when there is an emergency.



* **In case of a fire:** alarms may or may not automatically bring a fire truck so call the fire department.

2) Chapter President;

3) Assistant Dean for Student Activities:
(Office: 674-8080)

4) Chapter Advisor;

5) Risk Manager;

* **If damage is done to the house:** contact your liability insurance carrier

WHAT TO DO DURING A HURRICANE

Hurricane Information

Hurricane Season

- June 1–November 30

Hurricane Watch/Alert

- The first warning that usually come 36 hours before landfall

Hurricane Warning

- Normally issued 24 hours before the storm is expected to strike the coast

Before the Storm

Hold a mandatory meeting to inform all of your chapter members

- (see MANDATORY MEETING above)
- GET A LIST OF WHERE YOUR MEMBERS ARE GOING AND A PHONE NUMBER WHERE THEY CAN BE REACHED

Make sure:

- All electrical equipment (stereos, computers, radios, etc.) are placed on the floor and unplugged.
- All windows should be closed tightly and locked, and curtains should be closed.
- Valuables should be placed in lockable drawers or lockers and should remain locked throughout the storm. Doors should be locked when occupants are not in the room.
- Students who own cars should set the emergency brake and put the car in park or reverse gear. All windows should be closed and the car locked.
- Students should supply their own battery-powered flashlights in case of power failure. Candles or other flame-type lighting should not be used under any circumstance; fire is uncontrollable during a hurricane.

Food on Campus:

- Evans Dining will be the center for all food service activity during a hurricane emergency period.
- The last meal served at Evans will end a minimum of 12 hours before the expected landfall of the storm. Depending on the severity of the storm (category 1 or higher), “survival bags” of snack food and water will be issued during the last meal service.

During the Storm

- If the university has NOT evacuated the campus/closed the residential facilities:
 - residents who have chosen to remain on campus STAY INDOORS throughout the entire hurricane
 - Close their doors and remain in the hallway
 - Remain away from glass windows. Do not attempt to open doors or windows to see what is happening.
 - Report all accidents, injuries, broken windows and excessive water to your RA.
 - Telephone calls should only be made in case of an emergency.
 - “Hurricane parties” are NOT allowed. Do not drink alcohol. Everyone needs to think clearly during a hurricane.
 - Fill cooking containers with water for drinking purposes and store them in your refrigerator.
 - Have enough canned food and other non-perishables on hand to last at least three (3) days.

Evacuation

- The university is NOT a designated shelter
- The evacuation center for students living on campus is Riviera Elementary School, 351 Riviera Drive NE.
- Shuttle schedules will be posted at Evans Dining Hall, the residential facilities and Campus Security.

Information Sources

AM RADIO

WMMB 1240 KHZ

WTAI 1560 KHZ

TELEVISION

WESH Channel 2

WCPX Channel 6

WFTC Channel 9

FM RADIO

WFIT 89.5 MHZ

WRLQ 99.3 MHZ

WGGD 102.3 MHZ

WHKR 102.7 MHZ

WAIA 107.1 MHZ

Additionally, more information about hurricanes and procedures can be found on the following Web sites:

- www.redcross.org (preparation/safety tips)
- www.nhc.noaa.gov (storm information)
- www.fema.gov (relief information)

SUICIDE & PSYCHOLOGICAL DIFFICULTIES

In The Event An Actual Attempt Is Made Or An Attempt Is Imminent Or In Progress:

1. Call 911 if medical attention is required
2. Call **chapter president** and the **Assistant Dean for Student Activities**.
3. Insure that the student is not left alone
4. Accompany student if he/she is brought to the hospital.
5. The student should undergo a psychological or psychiatric evaluation.
6. Students are not released from the Emergency Room unless the physician (usually a psychiatrist) determines that the student is no longer an imminent danger to him/herself.
7. Always keep in mind the student's right to **confidentiality**. Be extremely careful in answering questions or discussing the situation with other brother/sisters without the student's permission *.

* For more information concerning a student's rights to confidentiality see "Family Education Rights and Privileges Act of 1974" in section 11. There is no problem with confidentiality for you to release information to your chain of command, the Student Health Services, Student Counseling Service, and/or the Help Line.

If You Learn Of A Student's Intent To Commit Physical Harm:

1. **DO NOT ATTEMPT TO COUNSEL THE STUDENT ON YOUR OWN!**
2. Before any specific actions can be determined, the seriousness of the students' intentions must be determined. The following are some questions that should be raised in evaluating a suicidal plan:
 - ❖ Does the person have a plan for committing suicide?
 - ❖ How specific are the plans with regard to method, time, place, and other details?
 - ❖ How lethal is the method?
 - ❖ How violent, dangerous, or bizarre is the method or overall plan?
 - ❖ How available are the means of self-destruction the person plans to use?
 - ❖ Does the plan permit the possibility of rescue?
 - ❖ Has the person already started on his/her plan?
 - ❖ Do not be afraid to ask about suicide directly — you will not be “putting ideas in their head”, a common myth regarding suicide.

Possible methods and questions to raise about their plans:

- ❖ Gun: What kind, where is it, are bullets available?
- ❖ Hanging: Where, how?
- ❖ Jumping: Where, from what height?
- ❖ Car accident: Where, how (crashing into a stationary object, another car)?
- ❖ Pills/drugs/alcohol: What kind, how much, or how many, from what source, in what combination?
- ❖ Cutting with sharp objects: What part of the body will be cut, how (knife or razor, slashing or stabbing)?
- ❖ Is the object easily accessible or available to where the student is now?
- ❖ Drowning: Where, how deep is the water, how cold is it?
- ❖ Poison: What kind, how will it be obtained?
- ❖ Turning on gas: Where?
- ❖ Carbon monoxide poisoning with a motor vehicle: Where, how?

NOTE: The risk of suicide is greatest when the plan is specific, the method is lethal, the means are available, and there is little or no possibility for the person to be rescued by others.

3. Information concerning the seriousness of a student's intention should be communicated and discussed with your Chapter Advisor and/or National/International Office.

WHEN A MEMBER IS INJURED, BECOMES SERIOUSLY ILL, OR DIES

1. Do **NOT** notify parents.
 - a. In the event of a serious accident or illness: the medical personnel will notify parents and advise them of the student's physical condition.
 - b. In the event of a death: the appropriate school or fraternity official should notify parents.
 - c. If the situation is a death outside the house: do not announce it until a fraternity staff member or official has arrived to help. Be very careful about this information. If the member or associate member was living in the house, do not move any of the deceased student's personal possessions.

MAKING PUBLIC STATEMENTS

1. It is important that all members remain calm during the crisis.
2. Ask them to cooperate in halting outgoing phone calls until the situation is under control.
3. ***Do not discuss the situation until the Assistant Dean for Student Activities, chapter advisor, or housing corporation president arrives.***
4. Instruct your members to make *no statements to anyone other than school or fraternity/sorority officials.*
5. As the president, you make any appropriate statements to the media after the situation is under control and you have discussed the content of your statement with school and fraternity/sorority officials.
6. Make sure, however, that everyone knows what your statements will be.