

CRISIS MANAGEMENT PLAN

With everything going on in the world Delta Sigma Pi wants you to be prepared to meet the needs of any crisis you may face. This outlines the basics steps to follow in case of an emergency.

It is important member are educated before a crisis! All members should be educated in risk management protocols. Delta Sigma Pi's Risk Management Policy is reviewed early on during the Pledge Education Program. It is beneficial to review these policies and procedures with the entire chapter at the beginning of each term. Discuss how the first concern should be the health and safety of each member and the chapter in general. All members should know who is in charge and be prepared to follow instructions.

Identify the leader BEFORE the problem happens. At the chapter level, the president of the chapter should take charge in any crisis. The president should consult with volunteers, staff, and other members who possess more expertise or insight. The final decision, however, should rest with the president. If the president is absent, the next ranked officer is in charge.

IF A CRISIS OCCURS...

1. The chapter president (or next officer in succession if the president is not present) takes charge.
2. In the case of injury or sickness, the president should call 911 to ensure the individual(s) receive appropriate emergency care. Cooperate with emergency personnel and law enforcement officials.
3. Gather facts about the incident. Take record of names and contact information of all parties involved, including witnesses. Make note of circumstances leading up to the occurrence, including time of day, if it was in relation to an official chapter activity and what type of treatment and emergency medical attention occurred.
4. Call your District Director and Chapter Advisor, who will notify other Fraternity leadership and Central Office staff. Upon learning of a situation, the Executive Director (or designee) shall collect all available information concerning the situation and notify all appropriate people. The Executive Director (or designee) shall be the official spokesperson for the Fraternity in response to news media queries and all questions should be referred to the Executive Director specifically.

Chapter Advisor:

District Director:

Home/Work/Cell:

Home/Work/Cell:

5. Contact appropriate campus officials:

Campus Official Name/Title: _____

Home/Work/Cell: _____

6. Fully cooperate with appropriate authorities.
7. Submit all requested information about the incident to local volunteer leaders in a timely manner.

Upon learning of a crisis situation serious enough to evoke public interest, the Executive Director (or designee) shall, as quickly as possible, collect all available information concerning the situation and notify all appropriate people including the Grand President, Provincial Vice President, Regional Vice President, District Director and Chapter Advisor.

The Executive Director (or designee) shall be the official spokesperson for the Fraternity in response to news media queries. In cases where the Executive Director is unavailable for a prolonged absence, the Grand President will be the spokesperson; followed in order, by the Chief Operating Officer and Associate Director of Chapter Services.

Although other organizational members may be contacted from news media representatives, all questions should be referred to the Executive Director specifically. Organizational members should remain courteous and professional at all times, yet firmly refer questioners to the Executive Director by providing their name and contact information.

Organizational members should never:

- Not return a reporter's outreach.
- Say "no comment."
- Provide detailed answers to specific questions.
- Speculate on anything.
- Abruptly hang up.

In all cases, the Executive Director should be notified by any organizational member of any direct media contact. Media outreach will be returned by the Executive Director, or designee, as soon as reasonably possible. The official response to all such inquiries will be a politely worded form of, "We are looking into it and are cooperating fully with local authorities." For any issues where there is pending legal action or similar situation, all questions may be referred to legal counsel.

In response to any media reports, organizational members should not post comments to any news articles, blogs or social media postings.

In the case of serious injury or death of a member, do not notify the parents. Medical or police personnel who are trained in this will notify the family. You should always have parent/guardian information on file available to proper authorities. In the event of a death, do not remove any personal items from the member's room. Allow only authorized personnel to enter the room and do not let members enter. If possible, keep the door locked. After you know the family has been notified, it is appropriate for a chapter representative to call and share your concern. Ask the family what their wishes are in regard to the member's possessions. You may offer to pack them in boxes, but it is more likely the family will want to do this themselves. Before they arrive, be sure any borrowed items are returned. When the family arrives, have empty boxes available and offer your help. Understand this is a difficult time for them and they may want privacy. Coordinate member attendance at the funeral, Ritual Ceremony or memorial service. In the case of serious injury or illness, find out the visitation wishes of the family and coordinate this with members of the chapter.

Be sure to follow up with members. University staff is usually available for member counseling and general assistance. Individual and group counseling is strongly recommended following any crisis situation.