



Crisis Management

**Keep your Chapter members safe and preserve your brotherhood.
In times of crisis be equipped with the tools to maintain order.**

Pre-Crisis

BE PREPARED! The biggest factor in managing a crisis is being prepared prior to the crisis occurring. The Chapter should always be familiar with what its crisis management plan is. This can be done by reviewing the plan at Chapter meetings or holding special seminars for the Chapter to discuss risk management as a whole. Once this is done, handling an unfortunate circumstance will go much more smoothly.

- Form a crisis management team consisting of the Alpha, Beta, and if applicable, the Risk Management and Public Relations Chairmen.
- Compile THE LIST and have contact information for all parties who can assist the Chapter if a crisis occurs.
These should include your:
 - Chapter Advisor
 - Grand Delta
 - Headquarters Staff (610-469-3282)
 - College or University Administrator / Greek Advisor
 - Local Police, Fire Department, and Paramedics
 - Local Alumni Attorney
 - Insurance Company (James R. Favor, LLC, 303-750-1122 or 800-344-7335)
- Know Phi Kappa Sigma International Fraternity 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 managing alcohol, Chapter house safety guidelines, and all other pertinent issues.
- Be sure to follow the Phi Kappa Sigma International Fraternity Risk Management Policy and have First Aid and fire prevention supplies available in a known place.

During Crisis

BE CALM! Things will get out of hand, but the active Chapter, especially the officers, must take control of the scene. The most important thing is to care for the injured person(s) regardless of anything else.

- 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 distraction. While doing this, be sure to maintain control and order. The Alpha is in charge and must remain calm as people turn to him for answers.
- When all 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, phone numbers and emails. Also remember to take down the names of the police officers who responded to the call.
- Contact THE LIST. The Chapter Advisor, Grand Delta, the appropriate Headquarters Staff, Greek Advisors, and the Insurance Company should all receive a proper and truthful account of what happened. Do not be hesitant to do this. An honest explanation will only help. These people are aides and only want what is best for the Chapter.
- Consult a local alumnus who is an attorney as to how to deal with the situation from a legal standpoint. Along with THE LIST, an attorney can help explain liability concerns and how to proceed with the plan.
- Appoint a spokesperson, usually the Alpha or Public Relations Chairman, to be the one and only brother dealing with the media and other outside parties. When interacting with the media, answer their questions to the extent you can, being mindful of your legal advice.
- Inform anyone who might need counseling where they can receive it at your college or university or in the local community.

Post Crisis

LEARN FROM THE SITUATION! These unfortunate occurrences are something you might want to forget once they are resolved. But learning from them will help avoid similar circumstances in the future and better deal with them if they do happen.

- Visit with the injured people. It is important to show care and compassion for the victims. Let them know that the Chapter is willing to help and recognizes that the situation is a problem as well.
- 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 will hopefully not have to use the plan anytime soon after, it is vital to always know how to properly deal with a crisis.