

CRISIS MANAGEMENT GUIDE
FOR GREEK-LETTER ORGANIZATIONS
(as of January 27, 2017)
Office of Student Involvement, Student Center, (937-327-7815)

Steps to Follow in an Emergency

1. Assess the situation

Is the situation a true emergency? The following are a list of emergencies to call immediately:

- Death of student
- Suicide attempt/gesture
- Serious physical or emotional injury
- Fire resulting in injuries or major building damage
- Major facilities damage or vandalism resulting in flood, electrical outage, loss of heat, etc.
- Student(s) taken to hospital with life threatening injuries or other medical concern
- Assault with major injury, rape
- Major disruptive activity
- Any other situation that would jeopardize the safety of students
- Anything that could result in media involvement.

2. Be in command of the situation

The president or highest ranking officer needs to take charge of the situation and communicate that authority to the rest of the chapter. The person in command becomes the official spokesperson for the chapter and must make all the necessary contacts. **Begin to keep a detailed record of every action you take.** Document dates, times, actions taken, people involved, etc. This record may be useful in providing accurate data at a later time.

3. Contact Emergency Services

Dial 911 or Wittenberg's Emergency # 937-327-6363

Both will assist you by contacting the proper emergency authorities. Do not hesitate to contact the Wittenberg Police regardless of the situation at 937-327-6363.

4. Contact appropriate University officials

Call Wittenberg Police at:

937-327-6363 (Emergency Line)

937-327-6231 (Non-Emergency Line)

Dispatch will contact the **Dean on Duty** to help you manage the situation.

5. Contact Fraternity/Sorority Life

Please call one of the following professionals (**in succession, until you reach someone personally**):

1. Director of Student Involvement

Carol Nickoson
(W) 937-327-7820

2. Dean of Students

Casey Gill
(W) 937-327-7800

6. Contact your chapter advisor and (inter) national office.

Tell your chapter advisor about the situation and determine who will contact the Inter/National Office. Follow protocol of established by your national organization. If you do not reach the chapter advisor, make sure you call the inter/national office directly.

7. Assemble your chapter members

It may be beneficial to assemble your chapter members to explain the situation and the steps taken since the incident occurred. Ask them to halt all outgoing calls from the scene until the situation has been resolved, and to make no statements to anyone other than the appropriate University officials. The president will make any statements when appropriate.

8. Address the media appropriately

Consult with University officials and your chapter advisor and/or inter/national office before making any statements to the press. Never say 'no comment' to the news media. It is far better to state that the chapter will be making a statement at a later date or time when more information is available.