



The Risk Management Foundation

1714 Hinman Avenue, P.O. Box 469
Evanston, Illinois 60204-0469
Phone: (847) 869-3655 Fax: (847) 869-4906

BE PREPARED, BE CALM, AND LEARN FROM THE SITUATION

How to create a crisis management plan for your chapter

Unfortunate circumstances do arise. As a chapter, knowing how to respond in the event of an incident is crucial. *Be prepared with a crisis management plan.* If an accident occurs, the chapter, especially the officers, must take control of the scene. The following crisis management plan will help your chapter effectively address a situation.

Pre-crisis (Be Prepared)

- Form a crisis management team consisting of the Consul, Pro Consul, risk manager, chapter advisor, and, if applicable, the public relations chairman.
- Compile a list of contacts and have contact information for all parties who can assist the chapter if a crisis occurs (see attached). This should include your chapter advisor, Grand Praetor, Headquarters resources (Risk Management Foundation (RMF) managing director, Cornerstone regional coordinator), college or university administrator/Greek advisor, and local police and fire department contacts.
- Review the RMF's 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 alcohol management, chapter house safety guidelines, and all other pertinent issues.
- Be sure to follow the RMF policies and have first aid and fire prevention supplies available in a known, easily accessible place.

During Crisis (Be Calm)

- 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 distractions. While doing this, be sure to maintain control and order. The Consul is in charge and must remain calm as people turn to him for answers.
- After 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 and phone numbers. Also remember to take down the names of the police officers who responded to the call.
- Contact the list, especially the chapter advisor, Grand Praetor, the appropriate Headquarters staff members, and Greek advisor, to give a complete and accurate account of what happened.
- Appoint a spokesperson, usually the Consul or public relations chairman, to be the one and only brother dealing with media and other outside parties.

- Inform anyone who might need counseling where they can receive it at the college or university or in the local community.

Post-crisis (Learn From the Situation)

- Visit with the injured people. Show care and compassion for the victims.
- 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 hope that you will not have to use the plan again anytime soon, it is vital to always know how to properly deal with a crisis.

Adapted from the Spring 2002 *RISKWATCH* issue, "Be Prepared, Be Calm, Learn From The Situation."

THE LIST

For assistance if a crisis occurs

Contact	Name	Phone Number
Chapter advisor		
House corporation president		
Grand Praetor		
Grand Trustee		
Sigma Chi Headquarters		(847) 869-3655
Cornerstone Regional Coordinator		
College or university administrator/Greek advisor		
Local police		
Campus safety		
Fire department		
Poison control center		
Local taxi companies		