

CHAPTER CRISIS PROTOCOL  
**SIGMA TAU GAMMA**



## **CHAPTER CRISIS PROTOCOL CALL 911 IMMEDIATELY**

- ↗ In the event of an emergency, the following officer is in charge based on chapter hierarchy:
  - Chapter President
  - Vice President
  - Director of Recruitment
  - Director of Education & Wellness
  - Director of Member & Community Engagement
  - Director of Finance & Operations
- ↗ If an officer is unavailable or unable to adequately address the situation with a sound mind, the next officer must assume responsibility per the order of succession.
- ↗ If the chapter president is directly involved in the incident, the next officer must assume responsibility.

### **AFTER 911 HAS BEEN CALLED, ADDITIONAL STEPS SHOULD BE TAKEN:**

- ↗ Cooperate fully with the needs of any public safety organization (police, medical, or fire personnel)
- ↗ Contact appropriate officials
  - After the call to 911, the second phone call is to the Lead Advisor. If the Lead Advisor is not available, keep trying until you reach another advisor.
  - The third phone call made is to the person at your campus responsible for Greek Life (i.e. IFC advisor, FSA, Dean of Students, etc.).
  - The fourth phone call made is to Sigma Tau Gamma Headquarters at (317) 644-1920. If the emergency occurs when Headquarters is closed, press 8 when you hear the voicemail greeting to be transferred.
- ↗ Restrict access to chapter house/chapter facility
  - Only allow members, new members, advisors, appropriate house corporation representatives, and appropriate emergency personnel to enter the facility.
  - Assign one or more responsible members to calmly guard the door.
  - Do not tamper with any part of the area involved in the incident, specifically things that might be construed as evidence or areas involved in the incident.
  - Follow all instructions of public safety organizations.
  - Chapter officers should be given assignments to assist the chapter president.
- ↗ Assemble all members in a group
  - Assemble all members at the chapter facility or a private location on campus. If, and only if, this is not an option due to an academic break or other reasons, schedule a conference call via Zoom or another meeting platform.

- The chapter president should explain that there is an emergency, that the property is closed, and all fraternity operations are temporarily suspended. Chapter property is closed to non-members except for emergency and medical personnel.
  - Stress to members that everyone should remain calm and that all necessary measures are being taken.
  - Members should submit all requested information about the incident to the proper authorities.
  - Be in control of your words, actions, and emotions.
  - Remind members that only the chapter president and Lead Advisor can speak for the chapter – members are not to speak to anyone about the crisis.
  - Remind members not to release information to the public or the media without first consulting with Headquarters Staff.
  - Inform members that all outgoing communications (calls, electronic messaging, posts, social media, and other modes of communication) about the incident must be avoided.
  - Insist that members refrain from discussing the situation with anyone outside the chapter.
  - Inform the chapter of available local professional resources and encourage them to utilize these resources.
  - Ensure the chapter that they will be kept informed.

### **HANDLING THE MEDIA**

- ↗ Avoid “no comment” as it leads to speculation. Instead, make a simple statement: “We are aware that an incident occurred and are cooperating fully with all parties who are investigating.”
- ↗ Depending on the circumstances, Headquarters Staff may take over any direct contact with the media including the issuance of a press statement.
- ↗ No information is to be released to the public or the media without first consulting with Headquarters Staff.

### **CONTACT INFORMATION**

- ↗ In the event of a crisis, Sigma Tau Gamma Headquarters must be contacted at (317) 644-1920. If the emergency occurs when Headquarters is closed, press 8 when you hear the voicemail greeting to be transferred.

### **SERIOUS INJURY OR DEATH OF A MEMBER**

- ↗ DO NOT CONTACT family members. Medical personnel or police who are trained in this will notify the family. After you know that the family has been notified, it is appropriate for a chapter representative to call and share your concern.
- ↗ Personal effects of the deceased or injured party

- Members should not remove any belongings from his room.
- No one should enter his room except the police or emergency or medical personnel.
- If possible, keep the room locked.
- If there is a roommate, he should be relocated immediately and temporarily.
- 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 that the family will want to do this themselves. Before they arrive, be sure that any borrowed items are returned. When the family arrives, have empty boxes available and offer your help. Understand that this is a difficult time for them and they may want privacy.

### **ADDITIONAL SUGGESTIONS IN THE EVENT OF SERIOUS INJURY OR DEATH**

- ↗ Funeral or Memorial Attendance
  - If the family allows member attendance, consider chapter attendance at the funeral/memorial. You should always respect the wishes of the family in this regard.
  - The Eternal Flame Ceremony and/or vigil may be conducted in coordination with Headquarters Staff or University Officials.
- ↗ Hospital Visitation
  - In the case of serious injury or illness, find out the visitation wishes of the family. If the family allows, consider coordinating visits by chapter members to the hospital, his home or other location as appropriate. Make sure such visits are permitted. Respect the wishes of the family and member.

### **FOLLOW UP**

- ↗ Headquarters Staff will work with university staff to provide resources available for member counseling and general assistance. Individual and group counseling is strongly recommended following any crisis.

### **HOTLINES TO CALL FOR HELP**

#### **Emergency**

- 9-1-1

#### **National Suicide Prevention Lifeline**

- 800-273-TALK (8255)

#### **Lifeline Chat**

- Text **HOME** to **741741** from anywhere in the U.S. to text with a trained Crisis Counselor. Text 686868 in Canada

#### **JED Foundation**

- [jedfoundation.org](http://jedfoundation.org)

**Find Substance Abuse and Mental Health Treatment**

- 800-662-HELP (4357)

**National Sexual Assault Hotline**

- 800-656-HOPE (4673)

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