



PI KAPPA PHI

Exceptional leaders. Uncommon opportunities.

CRISIS MANAGEMENT PLAN UPDATED DECEMBER 2017

The Fraternity's primary concern is the safety and well-being of our members. The following information is intended to help prevent risk management crises and to outline the basics steps a chapter should follow in case of an emergency.

EDUCATE MEMBERS BEFORE A CRISIS

Teach Risk Management and Crisis Management to the Membership

All Pi Kappa Phi statements of position and risk management policies and procedures should be taught during the associate member education program. Review these policies and procedures with the entire membership at the beginning of each semester. The first concern should be the safety and well-being of each member. All members must know who is in charge and be prepared to follow instructions.

Identify the Leader BEFORE the Problem Happens

At the chapter level, there should be a designated officer in charge for each event. This may be the Archon or another member of the Executive Council. The designated officer should not consume alcohol for a reasonable amount of time prior to and during the event. The designated officer should take charge in any crisis. The designated officer should consult with volunteers, staff, and other members who possess more expertise or insight. The final decision, however, must rest with the designated officer. All chapter officers should know where to find a copy of the chapter's emergency procedures.

IF A CRISIS OCCURS...

1. Call emergency number(s) – usually 9-1-1 – so appropriate emergency personnel (e.g. police, fire, EMT, etc.) can respond. Cooperate fully with the needs of any public safety organization.
2. The designated officer (e.g. Archon, officer next in line if the Archon is not present, etc.) takes charge.
3. Restrict access to the venue immediately. Permit only your members and appropriate officials to enter.
4. Assign one or more responsible members to calmly guard the entrance(s) and exit(s).
5. Do not tamper with any part of the area involved in the incident, specifically things that might be construed as evidence or areas involved with the incident.
6. Call Mark E. Timmes, Pi Kappa Phi Chief Executive Officer, at (704) 907-8586. If there is no answer, call Justin Angotti, Assistant Executive Director of Prevention & Accountability, at (704) 807-6529.
7. Notify your Chapter Advisor:

Chapter Advisor: _____

Home/Work/Cell Number: _____

8. Assemble your members in a group (in case of fire, assemble outside, in the front near the street). Everyone should remain calm. Explain there is an emergency, but that it is under control. If possible,

take note of who is and is not present. Remind members that only the Archon or Chapter Advisor can speak for the Fraternity if contacted by the media.

9. Do not speculate on what occurred. Details about the incident should only be shared with appropriate officials (e.g. police, university staff, National Headquarters staff, etc.) investigating the incident. Members should not discuss details about the incident with friends, significant others, parents, etc.
10. Contact appropriate campus officials:

Campus Official Name/Title: _____

Home/Work/Cell Number: _____

11. Fully cooperate with appropriate authorities, providing all requested information in a timely manner.
12. All clothing with the Fraternity's or The Ability Experience's name should not be worn during the investigation period.
13. Submit all requested information about the incident to the National Headquarters in a timely manner.

RESPONDING TO THE MEDIA

- If contacted, only the Archon or Chapter Advisor should speak for the chapter.
- Questions from the media should be immediately referred to Todd Shelton, Assistant Executive Director of Communication, at tshelton@pikapp.org or (615) 364-1419. The National Headquarters will provide direction on any media statements.
- Avoid "no comment," as it leads to speculation. Instead, simply state: "I do not have any information to share. I suggest you contact Todd Shelton at (615) 364-1419."
- Keep repeating the above statement if you are pursued further. Do not give in because you are asked the same question several different ways.
- Never release names or admit liability.

SERIOUS INJURY OR DEATH OF A MEMBER

- **DO NOT NOTIFY THE FAMILY.** Medical or police personnel who are trained in this will notify the family. You should share the parent/guardian information on file (if available) with proper authorities. After you know that the family has been notified, it may be appropriate for a chapter representative to call and share your concern. The National Headquarters staff will provide direction on what outreach, if any, is appropriate from the chapter.
- In the case of serious injury or illness, find out the visitation wishes of the family and coordinate this with members of the chapter.
- In the event of a death, do not remove any personal items from the room. Do not let members enter the room. Allow only authorized personnel to enter the room. If possible, keep the door locked. 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.
- Coordinate members' attendance at the funeral or memorial service, if appropriate. Along with your Chapter Advisor, discuss with the family or their designee the possibility of conducting Pi Kappa Phi's Memorial Service or Burial Ritual, both of which are in *The Gold Book*.

FOLLOW-UP

University staff is usually available for member counseling and general assistance. Individual and group counseling is strongly recommended following any crisis situation. Members can also utilize the Fraternity's counseling resources provided by Health Management Systems of America.