

Official Crisis Management Plan

In the event of a Crisis within the Stillwater community, OSU campus or the Greek Community the Office of Fraternity & Sorority Affairs has set a plan in place to help relay important information to all members of the Greek community in a timely manner to help ensure that all members are aware of the current situation. This Plan will be used when deemed necessary by the Office of Fraternity & Sorority Affairs.

Step 1. Ival Gregory, Assistant Director of Fraternity & Sorority Affairs, is notified first.

Step 2. Ival will notify Casey Domnick, Coordinator of Fraternity & Sorority Affairs, of the current situation. They will determine the course of action based on the situation. Some of the following steps may be activated in an alternative order dependent upon the incident or suspected threat. Once Casey has been informed Ival will write a formal email to be sent out to the leadership of the Greek community to help ensure that they are reached by multiple forms of communication.

Step 3. Casey will notify all Graduate Assistants. After getting a hold of the Graduate Assistants, Casey will began contacting the rest of the Office of Fraternity and Sorority Affairs, including Elizabeth Greythorne.

Step 4. The Office of Fraternity & Sorority Affairs will update the office's website, Twitter account, and Facebook account.

Step 5. Graduate assistants will notify their respective council's President. Once this is completed they will contact the House Directors of Chapters on campus.

Step 6. The President will then notify the Internal Vice President and the External Vice President. The Internal Vice President will begin contacting the chapters they are in charge of and the External Vice President will then notify all remaining executive members while the President will begin contacting the chapters they are in charge of contacting.

Step 7. The President, and Vice President(s) of each council will then notify their assigned chapter presidents.

- IFC President- Chapters beginning A-K
- IFC Internal VP- Chapters L-Z

- Panhellenic President- Chapters A-G
- Panhellenic Internal VP- Chapters H-Z
- MGC- President contact all presidents
- National Pan-Hellenic- President contact all presidents
- Notification of the chapters may be made based on geographical location based on the situation.

When updated news occurs, the process will begin at the top, and work its way back down the list. Please do not contact Ival or Casey unless there is added emergency to ensure phone lines are open.

Created November 2010 by Panhellenic Int. VP, Erica Tyler and IFC Int. VP, Adam Roll

**PROCEDURES TO FOLLOW IN THE EVENT OF AN EMERGENCY
OFFICE OF FRATERNITY & SORORITY AFFAIRS- OKLAHOMA
STATE UNIVERSITY**

1. Be certain that every person in the Chapter knows that the president is in command of every emergency situation involving serious injury or death. This does not mean that the president cannot consult with other members who may have more expertise or insight regarding the situation. But, the final decision is the president's. In the absence of the president, a previously established rank order of officers should be made aware of the situation. A copy of this policy should be kept in a place known to all officers/advisors.
2. If a tragedy has occurred within the chapter house, close the house at once. Instructions cannot be given if members are leaving and strangers are entering. Permit only members and appropriate officials to enter the house.
3. The first phone call should be made to the emergency number for an ambulance or for the fire department. Keep the police and fire department numbers by the phone. If the event occurred away from the Chapter house, the authorities should have already been notified so, this step may be skipped.
4. The second phone call should be made to the Chapter Advisor. Then call an official of the Office of Greek Life. Make these calls anytime, day or night. These two calls can save the Chapter from problems and can provide the needed assistance. Also, the House Director should be informed of any serious situation. This person should be familiar with this policy.
5. Assemble the members in a group. Explain that there is an emergency and that the house is closed. The members should not speak to anyone outside of the Chapter. The president is the spokesperson. Do not discuss details, speculate on events or otherwise elaborate on the situation until the Chapter Advisor or a University official arrives. Discussion will only create unrest and sometimes unnecessary concerns.
6. Do not notify parents. In the event of a serious accident, illness or death, medical or police personnel will notify the family. The parent/guardian information in the Chapter file should be made available to the authorities. The family may be called at a later time to share concern/sympathy.
7. While the members are gathered, it is important that everyone remain calm and realize that the situation is under control. Depending on the circumstances, staff from the University Counseling Service is available. Decide if out-of-house members should be informed. If so, contact them

and relay the same message/instructions given the in-house membership.

8. The media will undoubtedly try to contact members of the Chapter. Only the president or Chapter Advisor should speak for the organization. A statement should be formulated by the president, the Chapter Advisor and Office of Greek Life official. Do not release the name of any person(s) until the family has been notified.
9. Notify the National office of the situation.
10. In the case of a death of a member living in the Chapter house, do not remove any personal items from the room. Do not let members enter the room. Only police or other officials should be allowed to enter the room. If the member shared the room, move the roommate temporarily out of the room. Ask the family what their wishes are in regard to the personal possessions. Offer to pack the possessions in boxes, but realize the family may want to do this. Before the family arrives, make sure all borrowed items have been returned. If possible keep the room locked. When the family arrives, have empty boxes available and offer to help. Understand that this is a difficult time for them and they may want privacy.
11. In the case of a serious illness or injury, contact the family about visitation times and coordinate the times with the members.
12. The Office of Greek Life will initiate the notifications of University agencies regarding the status of a Greek member(s). This process includes but is not limited to notifying the individual's College, professors and academic advisors, the Vice President for Student Affairs, the registrar and bursar's office to begin withdrawal and/or refund procedures.
13. In the case of a death, coordinate a memorial service or the membership's attendance to the funeral. Most national organizations have a memorial service or ritual which may be used.
14. In any emergency, use tact and caution in your statements to members, to the press and to others. Be careful about speculating or jumping to conclusions especially when litigation may follow.
15. Please review these procedures with executive councils, alumni advisors and house directors. It is hoped that this will prepare the Chapter to handle a crisis situation effectively and responsibly. It is our greatest hope, however, that these procedures will not be needed.