Crisis Management Guide for Greek Organizations

Steps to follow in an emergency:

1. **Assess the situation**
   Stay calm while you determine if the situation is a true emergency. Incidents involving death, serious physical or emotional injury, or severe property damage are some of the occurrences that may be considered high priority emergency situations.

2. **Dial 911**
   The first call should always be to the emergency assistance number, 911. They will assist you by contacting ISU Police if necessary.

3. **Be in command of the situation**
   The president or highest ranking officer present at the time of the incident needs to take charge of situation and communicate that authority to the rest of the chapter. It is this person’s responsibility to contact all needed emergency response personnel. He/she should begin to keep a detailed record of every action you take. Document dates, times, actions taken, people involved, etc. This record will be useful in providing accurate data at a later time.
   Ask all chapter members present to halt all outgoing calls from the house/scene until the situation has been resolved. Do not make statements to anyone other than the appropriate emergency personnel, chapter adviser, and/or Greek Affairs staff member.

4. **Close the chapter house, if applicable**
   If an emergency of crisis has occurred in the house, secure the premises and allow only members and appropriate officials to enter.

5. **Contact your chapter adviser**
   Inform your chapter adviser of the situation and ask him/her to contact headquarters. Consult any emergency/crisis management protocol that you have received from your inter/national organization to assist you as well.

6. **Contact appropriate University officials**
   Regardless of the time, immediately call one of the following Greek Affairs advisers (in succession):
   - Billy Boulden (W) 515.294.7888
   - Asst. Dean/Director (C) 804.248.2584
   - Elizabeth Gillmore (W) 515.294.3623
   - Assistant Director (C) 262.705.5282

7. **Contact the appropriate Council president**
   Greek Affairs staff will contact the Council president and advise him/her of the situation for you. If you do not reach a Greek Affairs staff member contact the Council President yourself.

8. **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. The chapter president and/or adviser will make any statements when appropriate.

9. **Address media appropriately**
   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 when more information is available than to merely say “no comment”. It is always suggested that you consult with your chapter adviser, headquarters, Greek Affairs advisers, ISU Media Relations staff before making any statements to the press.

**PHONE NUMBERS TO REMEMBER:**
- ISU Police Department: 515.294.4428
- ISU Emergency Dean: 515.231.6483
- Crisis Counseling: 515.294.5056
- Student Assistance: 515.294.1020
- ACCESS: 515.292.5378
- Greek Affairs Office: 515.294.1023

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