



CHAPTER EMERGENCY/CRISIS PLAN

Due: Friday, September 4, 2009

Every fraternity and sorority at UCF is required to have a chapter emergency/crisis plan to prepare for potential emergencies which may harm members and/or guests. This form must be on file with F&SL before a Social Event Registration Form (SERF) will be approved. Please complete this form and keep a copy for your records/ use.

Organization Name: _____

Name of Affiliated Council (please check): ___ DGC ___ IFC ___ NPHC ___ PAN

Chapter President and Primary Contact:

Name	Cell Phone	Alternate Phone	Email

Chapter Vice President and Secondary Contact:

Name	Cell Phone	Alternate Phone	Email

Chapter Risk Manager and Third Contact:

Name	Cell Phone	Alternate Phone	Email

Chapter Advisor and Primary Advisor Contact:

Name	Cell Phone	Alternate Phone	Email

Faculty Advisor and Secondary Advisor Contact:

Name	Cell Phone	Alternate Phone	Email

(Inter) National Headquarters Primary Contact:

Name	Cell Phone	Alternate Phone	Email

When an emergency / crisis occurs, our chapter follows the following procedure:

Please attach your national headquarters policy.

Step 1: _____

Step 2: _____

Step 3: _____

Step 4: _____

Step 5: _____

Crisis Management Procedures

The following guidelines should be used in the event of a tragedy or crisis that occurs on or off chapter property. Examples of such situations include, but are not limited to:

- The death or serious injury of a member
- Any injury or incident involving a member and/or a non-member at or during a chapter function.
- Any injury or incident involving a member and/or a non-member that occurs on chapter property.
- Fire in the chapter facility.

Membership Education

- Be sure all members of the chapter understand that the president is in charge of every emergency situation. The president should consult with other members who may possess more expertise or insight. However, the final decision rests with the president.
- In the event the president is absent, the next ranking officer assumes control. All officers should know where to find a copy of the chapter's crisis management procedure.
- All new members must know who is in charge and be prepared to follow instructions. Include a review of the chapter's crisis procedures in your fraternity/sorority new members program each semester.

General Procedures

- If a crisis occurs at the chapter facility, **CLOSE THE CHAPTER FACILITY AT ONCE!** The president cannot give instruction and maintain control if members are leaving and strangers are entering. Permit only your members, alumni, appropriate officers, and university officials to enter the chapter facility. If a crisis occurs at a location other than a chapter facility at which the chapter is sponsoring the event, identify a common meeting place at once and give instructions under the same closed-meeting status.
- In nearly all situations, the president's first call should be to 911. If the emergency situation is a fire, dial 911 (or UCFPD at 407-823-5555.) Do not hesitate to call the police regardless of the situation. Briefly and calmly explain the situation so that the appropriate emergency personnel can respond.
- Before you leave the phone, please make the following calls: Belinda Boston-Director, Fraternity and Sorority Life. Call at ANY hour: Office-407-823-2072 or cell-321-626-9209. She will discuss the situation with you and, in serious cases, will be with the chapter as soon as possible. If you cannot reach Belinda, call Andy Hughes, Graduate Coordinator, Fraternity and Sorority Life: Office-407-823-2072 or cell 407-595-7947, Dr. Kerry Welch, Director of Office of Student Involvement at the Office-407-823-6471 or cell-407-341-8511.
- If there is an emergency with water, electrical or physical structure of a Greek Park facility, please contact Greg Mason, Director of Fraternity/Sorority Housing and Development. Office 407-823-3445 or cell 407-758-8531

Your chapter adviser or a member of the House Corporation Board. Have a discussion with these individuals prior to any emergency situation and come to an agreement of who is to be notified.

- Notify your Head Resident (i.e. house mother, resident scholar, etc.)
- Assemble all chapter members for a chapter meeting. Dependant upon the situation, this meeting may need to include out of house members and new members. It is important that you and your chapter members remain calm until the situation is under control. Explain to them that there is an emergency situation and that the chapter is closed. Ask them to cooperate in halting outgoing phone calls until the situation is under control. Do not discuss the situation until the Director of F&SL, your Chapter Adviser, or representatives from UCF Police have arrived. Instruct your members that they are not to make statement to anyone other than the police or fire officials. The Director of the Office of Student Involvement or chapter president will make any appropriate statements to the media after the situation is under control and the content of any statement has been discussed.
- Please, do not notify parents. In the event of a serious accident or illness, the medical personnel or the appropriate university official will notify the parents and advise them of the student's physical situation. Find out the visitation wishes of family and coordinate this with chapter members.

In the event of a death, officials will notify the parents. You should always have parent/guardian information on file to make available to the proper authorities. Do not remove any personal items from the deceased member's room. Do not let members enter the room. Temporarily move the deceased member's roommate to another room in the house and allow only authorized personnel to enter the room. If possible, keep the doors locked. Ask the family what their wishes are with regards to the member's possessions. You may offer to pack them in boxes, but the family will more than likely want to do this themselves. Before they arrive, make sure any borrowed items are returned. When they arrive, have empty boxes available and offer to help. Understand that this is a difficult time for them and they may want privacy. Do not hold or conceal items or information to save feelings. Coordinate member attendance at the funeral or memorial service. It is, of course, proper to send sympathy cards and notes, flowers, etc. Most of your general fraternities have a memorial ritual pertaining to the chapter. Check your own individual procedures and offer it to the parents in advance of final arrangements.

In the case of a suicide attempt, with or without serious injury, do not assemble your members or call parents. Appropriate action should be discussed with your chapter adviser and/or the Director of F&SL.

The Director of F&SL will initiate the notification of proper university officials concerning course work, class attendance, withdrawals, tuition refunds, etc. During the next business day, contact your fraternity/sorority headquarters to notify them of the event. The headquarters' staff is supportive and can offer advice for dealing with the situation.

Fire Procedure

Each chapter providing common housing should take the following steps each semester:

□ Create a rooming chart that resembles the house floor plan. List the residents of each room directly on the floor plan. Note any information next to the individual's name that may become important to the fire department (i.e. crutches, physical challenges, etc.)

Note: Please note the placement of beds and who is assigned to each on the floor plan; this is in addition to the room assignments.

□ Make three copies of the document. Give one to the Director of F&SL Housing, one to the Office of F&SL, and keep the original in a publicized place (Head resident's quarters, chapter president's room or the chapter room.) Should a fire occur, you will need to assist the fire department in determining if anyone was left in the facility, and if so, where they might be found. The floor plan can be of great benefit at a point when chapter officers may not have time to recall numerous names and room assignments.

□ Each chapter with houses should coordinate/hold a timed fire drill each semester. A planned escape route and an alternate route should be permanently affixed to the back of the door of each room. Work with UCF Police, Orange County Fire and Rescue and your alarm monitoring company to arrange planned fire drills.

□ Select/Identify a common meeting place outside of the facility at which all members will meet if a fire occurs. The designated spot can be a parking lot or a neighbor's porch, etc.

If a fire occurs:

All members should meet at the pre-identified common meeting place outside of the facility. First, get a copy of the rooming list and take attendance. Next, make note of any individuals who are missing and try to determine their status. These steps must take place quickly and efficiently! One representative of the chapter should transmit information to the fire department. Other officers should begin calling those individuals identified in the general emergency procedures. A list of necessary numbers should be kept with all copies of the floor plan. Keep chapter members together. Under no circumstances should any member of the chapter return to the burning building. Nothing is more important than your lives. Again, maintain established lines of authority. The fire department and/or police will not deal with numerous people giving instructions.

Special Note:

In any emergency, use extreme tact and caution in your actions and statements. It is our hope that this plan will never have to be utilized, however, in the case an emergency arises; following the outlined procedure should ease the situation for all concerned.
