

More risk management changes? Whazzup with those crazy FIPG folks?

Let's start with a few facts.

- FIPG is an acronym for Fraternal Information and Programming Group.
- The mission of FIPG is: *"To promote sound risk management policies and practices. To be the leading resource of risk management education, programming and information to the broad based constituency involved in all aspects of Greek life"*
- FIPG is a risk management consortium of over fifty men's and women's national fraternities and sororities. FIPG does not provide, broker or otherwise involve itself with liability insurance.
- FIPG celebrated its 20th birthday in July of 2006.
- FIPG has a website at figp.org
- The Board of Directors of FIPG consists of:

President: Cari Cook, Delta Delta Delta

Vice President: Wynn Smiley, Alpha Tau Omega

Secretary/Treasurer: Susan Zabriskie, Alpha Phi

Director: Steven Hartman, Phi Kappa Tau

Director: Cindy Menges, Delta Zeta

Director of Policy Interpretation: Dave Westol

Past President: Brad Beacham, Sigma Nu

Of counsel: Larry Wiese, Kappa Alpha Order

Others involved: Melanie Doyle, Alpha Omicron Pi, Bonnie Wunsch, Alpha Epsilon Phi

The FIPG risk management policy has evolved into the standard for many campuses and organizations. It was written in 1986 but had not been edited or substantially changed in a number of years.

Language was updated to reflect current terminology, such as "new members".

Specific areas of concern, such as "Bigs" nights, bid or pledge nights, and co-sponsoring events with bars to raise money were addressed.

Ask yourselves, "Where are the risks to our members concentrated?" Answer: Social events, New Member/Pledge activities, "Tradition" parties or events that provide a sense of entitlement, events that attract non-members. Let's take a look at the updated policy—key changes are underlined.

FIPG, INC. RISK MANAGEMENT POLICY

The Risk Management Policy of FIPG, Inc. includes the provisions that follow and shall apply to all fraternity entities and all levels of fraternity membership.

ALCOHOL AND DRUGS

1. The possession, sale, use or consumption of ALCOHOLIC BEVERAGES, while on chapter premises or during a fraternity event, in any situation sponsored or endorsed by the chapter, or at any event an observer would associate with the fraternity, must be in compliance with any and all applicable laws of the state, province, county, city and institution of higher education, and must comply with either the BYOB or Third Party Vendor Guidelines.
2. No alcoholic beverages may be purchased through or with chapter funds nor may the purchase of same for members or guests be undertaken or coordinated by any member in the name of or on behalf of the chapter. The purchase or use of a bulk quantity or common source(s) of alcoholic beverage, for example, kegs or cases, is prohibited.
3. OPEN PARTIES, meaning those with unrestricted access by non-members of the fraternity, without specific invitation, where alcohol is present, are prohibited.
4. No members, collectively or individually, shall purchase for, serve to, or sell alcoholic beverages to any minor (i.e., those under the legal drinking age).
5. The possession, sale or use of any ILLEGAL DRUGS or CONTROLLED SUBSTANCES while on chapter premises or during a fraternity event or at any event that an observer would associate with the fraternity is strictly prohibited.
6. No chapter may co-sponsor an event with an alcohol distributor, charitable organization or tavern (tavern defined as an establishment generating more than half of annual gross sales from alcohol) where alcohol is given away, sold or otherwise provided to those present. This includes any event held in, at or on the property of a tavern as defined above for purposes of fundraising. However, a chapter may rent or use a room or area in a tavern as defined above for a closed event held within the provisions of this policy, including the use of a third party vendor and guest list.
7. No chapter may co-sponsor, co-finance or attend or participate in a function at which alcohol is purchased by any of the host chapters, groups or organizations.
8. All recruitment or rush activities associated with any chapter will be non-alcoholic. No recruitment or rush activities associated with any chapter may be held at or in conjunction with a tavern, alcohol distributor as defined in this policy.
9. No member or pledge, associate/new member or novice shall permit, tolerate, encourage or participate in "drinking games."
10. No alcohol shall be present at any pledge/associate member/new member/novice program, activity or ritual of the chapter. This includes but is not limited to activities associated with "bid night", "big brother/big sister night" and initiation.

HAZING

No chapter, colony, student or alumnus shall conduct nor condone hazing activities. Hazing activities are defined as:

"Any action taken or situation created, intentionally, whether on or off fraternity premises, to produce mental or physical discomfort, embarrassment, harassment, or ridicule. Such activities may include but are not limited to the following: use of alcohol; paddling in any form; creation of excessive fatigue; physical and psychological shocks; quests, treasure hunts, scavenger hunts, road trips or any other such activities carried on outside or inside of the confines of the chapter house; wearing of public apparel which is conspicuous and not normally in good taste; engaging in public stunts and buffoonery; morally degrading or humiliating games and activities; and any other activities which are not consistent with academic achievement, fraternal law, ritual or policy or the regulations and policies of the educational institution or applicable state law."

SEXUAL ABUSE AND HARASSMENT

The fraternity will not tolerate or condone any form of sexist or sexually abusive behavior on the part of its members, whether physical, mental or emotional. This is to include any actions that are demeaning to women or men, ranging from but not limited to verbal harassment to sexual assault by individuals or members acting together.

FIRE, HEALTH AND SAFETY

1. All chapter houses should meet all local fire and health codes and standards.
2. All chapters should post by common phones and in other locations emergency numbers for fire, police and ambulance and should have posted evacuation routes on the back of the door of each sleeping room.
3. All chapters should comply with engineering recommendations as reported by the insurance company or municipal authorities.
4. The possession and/or use of firearms or explosive devices of any kind within the confines and premises of the chapter house is expressly forbidden.

Thanks for attending this session. In the final analysis, risk management isn't about attorneys, judges, juries, insurance or lawsuits. It is about sisterhood and brotherhood.

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Quick Primer: Crisis Management

Perspective: James Garner....."We assume that all hostages have been lost..."

Your organization already has a crisis management procedure, whether you have a plan or not. Running around with your hair on fire and waving your arms is not a good plan, but it is a procedure. Hope is not a strategy or a plan.

- 1) Have a plan in place. Talk about the unspeakable. What is the worst thing that could occur in our chapter or community? Then, set up your plan. Know who will respond. Everyone needs to understand what will happen if something happens—"If this, then that". The time to count lifeboats is before the ship leaves port. If confusion, recriminations and hand-wringing are going to occur, let those occur in other venues. Make certain that your office or organization is ready. No one enjoys reviewing what will happen "If", but "If" happens, as we saw this fall.

Who will coordinate the response? Who will speak for the institution or organization? Who will investigate? If this is a death or a serious injury, are grief counselors in place? If someone has died, who will attend the showing or the funeral? Are you prepared to handle the onslaught of phone calls and emails, especially from concerns alumnae/i?

Special Concern: Alumni/ae—are you ready?

Some will be calm, rational, and helpful. Some will appear to have been waiting for an opportunity to launch a full-court press on the institution and the national organization. Electronic mail makes this effect even more pronounced. Gear up for the onslaught. Expect the worst of human nature to emerge. Work through it and remain above it.

Inevitably and invariably, a tragedy will occur at the worst possible time or under the worst of circumstances.

- 2) Understand that things on campus tend to go wrong after normal working hours. Can you contact someone at 2:34 a.m.?

Freeze the puck. Call an Official timeout. Stop the music. Pull the main fuse. Get control of the situation. We need a visible form of leadership by example.

- 3) Get the facts. Who, What, When, Where, and How. Why is not as important at this time.
- 4) Remember that anything you say, and anything that you write down, can be used against your organization in a court of law.
- 5) Your fellow undergraduates need a visible form of leadership. For national representatives or volunteers, you cannot FAX a handshake. You cannot email a hug. Don't allow your travel budget to dictate decisions. There is no substitute for being there.

6) Unorthodox situations call for unorthodox responses. A meeting at 3:00 a.m. may be necessary.

Communication is of critical importance. Who are your stakeholders?

The Court of Public Opinion.....

Crisis communications

- a) "No comment" is not acceptable. "The matter is under investigation and we will have more information soon.
- b) Don't speculate or be drawn into speculation about an outcome. Stick to the facts.
- c) Good reporters use oblique approaches. You must understand that fact.
- d) Press releases work.
- e) Don't engage or be drawn into debates through quotes or long distance arguments.
- f) The "bump and run" works.

What messages do we want to send? Answer: "We care"...."Who is responsible or accountable is less important at this time than the family and friends of the victim"... "We are working together to determine what occurred"... "We are in control".

Following up

Within 24 to 36 hours, the grumbling will begin.

"I can hardly wait until things get back to normal"

Oiling the troubled waters: Be specific and be realistic. December of 1941.

Who will try to keep information from certain groups or persons?

What are those groups? New Members, "the chapter", alumni/ae, administrators, parents

"Adversity does not develop character nearly so much as it reveals character"

Don't speculate on the outcome. No matter what you say, it will be misconstrued and twisted.

Don't respond to anger, threats, or allegations. Remain above the fray.

Focus upon what is important. "What is the best use of my time right now?"

The depth charge effect: remember that you are working with a generation of young people who are not accustomed to dealing with absolutes or situations that will take a long time to resolve.

Professional counseling is always a good idea.

When you leave, leave an action plan.

Reminders:

Get the facts, not rumor, innuendo, or, "Kinda"

Communicate with members and new members

Coordinate a response from administrators, alumni, advisors.

What "Other shoe" or "Depth charge" effects should we expect?

Things not to do:

- **Don't speculate, inside or outside of the chapter**
- **Don't try to keep information from new members**
- **Don't try to keep information from administrators**
- **Don't borrow trouble. You have plenty already.**

Good example of what not to do: Pete Rose

He has repeatedly lied about what he did.

He has attacked authority figures to defend himself.

He has made emotional appeals to his audience.

He has blamed nearly everyone but the groundskeepers for his mistakes.

He has rationalized and justified his behavior.

He has asked rhetorical questions in print media.

Our nation tends to embrace those who admit errors and make the effort to change.

If you are going to apologize, do not.....do not.....do not.....try to rationalize or make a half-hearted effort. Example: "To all those who were offended by our actions...." is a favorite phrase of attorneys attempting to blunt litigation. That phrase says, "Some people were not offended—thanks!"

Now, let's talk about the law....

Consider everything you say, write, hear, observe, or send or receive as fair game for the prosecution and the plaintiff's attorneys

Can investigative records from the headquarters be subpoenaed?

Can investigative/judicial records from the institution be subpoenaed?

Can individuals be required to testify in criminal proceedings? Civil proceedings?

What can we do when the undergraduates lawyer up within hours of a tragedy?

Grand jury system: it works

Will the national organization general liability insurance policy automatically cover the undergraduates? Hint: Read the policy before something occurs....

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