

# MONMOUTH UNIVERSITY FRATERNITY AND SORORITY CRISIS MANAGEMENT GUIDELINES

There are times when unfortunate events occur in or to our chapters. It is during these times when we must seize an opportunity to show one of the most incredible aspects of being a member of a fraternity or sorority; pulling together as a group and community to support one another. It is important to remember that proper decision-making skills need to be utilized when in a crisis. The safety and health of individuals is more important and valuable than the potential discipline the individual and/or organization may face as a result of the incident/event.

These guidelines were created previously by a focus group of fraternity and sorority members to remind chapter members of the steps to take in the event of a crisis.

1. Always be familiar with your inter/national organization's crisis management guidelines.
2. Make sure that every chapter member understands that the chapter president is in charge of an emergency situation. The chapter should develop a system for identifying which officers take over if the president is absent.
3. Assess the situation and, **if appropriate, call your local police department and/or 911 immediately.** Briefly and calmly explain the situation so the appropriate emergency personnel can respond.
4. Unless there is a need for your guests to evacuate the apartment/house, close the apartment/house. Do not allow guests to leave; they may be needed to answer questions. Do not allow new guests to enter; the chapter president cannot give instructions with members and/or strangers entering or leaving.
5. **Call your chapter advisor and Associate Director of Student Engagement for Fraternity and Sorority Life.** If they are unreachable, contact MUPD.
6. Call your inter/national headquarters. If the event happens in the evening, call first thing the following morning. Campus administrators responding to the crisis are willing to assist you in making the call.
7. Should the crisis result in a medical emergency involving a chapter member, do not call the parents. Appropriate medical personnel will make the call.
8. At the earliest opportunity, assemble an informal chapter meeting. Keep the chapter informed and up to-date on the incident. Make the chapter aware they will be told what they can, however, due to privacy issues may not be told everything. Remind members not to discuss the incident with anyone, including boy/girlfriends, family members, and the media, until the situation has been resolved. However, chapter members are expected to cooperate with Monmouth University officials and law enforcement personnel.
9. Document all factual information, as it may be helpful to appropriate administrators and/or emergency personnel. Please document only things you know to be fact; do not include information you may have heard from a third party or is opinion in nature.
10. Designate a spokesperson, preferably the president. The spokesperson should be the only member permitted to talk to the media.
11. Make sure your members understand the importance of rumor control regarding the incident. Remind members not to discuss the incident with anyone, including boy/girlfriends, family members, and the media, until the situation has been resolved.

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