



## CRISIS MANAGEMENT PLAN



### CRISIS RESPONSE

### IN CASE OF A CRISIS

1. Call 911 immediately if life or limb is at risk.
2. Gather all the facts.
3. Call Beta Theta Pi's Crisis Line at 800.800.BETA within the first hour. The director of chapter services or director of risk management services can be reached 24 hours per day, seven days per week using this line.
4. Inform your district chief, chapter counselor, risk management or legal advisor, house corporation president and fraternity/sorority life advisor.
5. Consult your chapter legal counsel/risk management advisor.
6. Hold a chapter meeting, explain the situation and assign jobs.
7. Submit an incident report form online within 24 hours.
8. Continue gathering facts and reporting updates regularly to your local advisors and to the Administrative Office.

---

#### When to report a risk management incident:

Members of Beta Theta Pi are responsible for promptly reporting all incidents that could result in an insurance claim or be reported in the campus or community media. Prompt reporting can often prevent minor incidents from developing into major problems.

#### Do not admit liability or responsibility for any occurrence:

In general, liability claims are a result of conditions on your premises and/or general operations that are likely to involve someone other than members, employees or officers.

#### What do I report?

On the scene of the accident or occurrence, get the names, addresses and phone numbers of all those involved, including witnesses, in the event of:

- Any incident including personal injury to a member or guest during an official Fraternity event or while on Fraternity property, allegations of sexual violence regarding a chapter member or guest, hazing or alcohol violations, or specific violations of the General Fraternity Risk Management Policy. This includes severe injuries incurred during an intramural event.
- Any lawsuits or subpoenas served on you, your chapter or the General Fraternity by an officer of the court.
- Any contacts by an attorney or investigator asking about an occurrence that happened at the Fraternity or that involved members.

**What do I do after I report?**

- Do not admit responsibility or liability in any accident or occurrence.
- NEVER discuss an incident with an attorney or investigator, other than appropriate law enforcement officials, without clearance from the Administrative Office or a representative from Favor and Company, Beta's insurance provider.
- Appoint one spokesman – preferably the chapter president – to respond to any outside inquiries about the occurrence.
- Instruct your brothers not to discuss incidents with anyone.
- Within 48 hours, submit a detailed written report with as much information as possible, including witnesses, circumstances leading to the occurrence, whether alcohol was involved and if it was a chapter-sponsored event.
- Continue constant communications with the Administrative Office or Favor and Company.

**What can I do to protect Beta Theta Pi?**

Use common sense and good judgment. Do not hesitate to call the Administrative Office. Report all the facts as they happened. Do not attempt to hide or alter the facts, no matter how damaging they may seem. Investigations are based on the facts as reported. Cooperate with law enforcement officials.

**How should I deal with the media?**

First, ensure that only one designated spokesman responds to the media – preferably the chapter president. Review [Beta's Crisis Communication Protocol](#) and immediately contact the Administrative Office at 800.800.BETA (2382) if an inquiry is received.

Use the guide below to plan out your chapter's response to various incidents.

**First, select the incident type:**

- Alcohol
- Auto accident
- Bias or discrimination
- Drugs
- Fall from heights
- Fight
- Hazing
- Injury
- Intramural sports
- Sexual misconduct
- Vandalism
- Other \_\_\_\_\_



Think through and write down the order of "next steps" after an incident occurs (who needs to be contacted, safety protocols taken, etc.). Determine the first 8-10 steps that the chapter leadership or member should do after the incident occurs:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

Emergency Contact Information	
Emergency Services	911
Local Police	
Crisis and Suicide Hotline	988
Health Center	
Campus Residential Services	
Campus Counseling	
Local Water (Utilities)	
Local Gas/Power (Utilities)	
[Additional Emergency Service]	
[Additional Emergency Service]	
[Additional Emergency Service]	

Fraternity Contact Information		
Contact	Phone	Email
Administrative Office	800.800.BETA (2382)	N/A
Chapter Counselor		
Risk Management Advisor		
House Corporation President		
House Director		
Regional Chief		
District Chief		
Fraternity/Sorority Life Advisor		

Chapter Officer Contact Information		
Contact	Phone	Email
Chapter President		
VP of Risk Management		
VP of Brotherhood		
VP of Programming		
VP of Education		
VP of Recruitment		
[Additional Chapter Officer]		
[Additional Chapter Officer]		
[Additional Chapter Officer]		



The following recommendations are options to be considered. Select the best course of action according to the situation you find yourself. Notify members of the dangerous situation, tell those in the house of the danger and those not in the house to not return.

### #1 Run and escape, if possible

- a. Getting away from the shooter(s) is top priority, if a safe path is available.
- b. Leave your belongings behind and get away.
- c. Help others escape, if possible, but evacuate regardless of if others agree to follow.
- d. Try to prevent others from entering the area where the active shooter(s) may be.
- e. Keep hands visible for law enforcement.
- f. Call 911 to report the incident and description and location of shooter(s).

### #2 Hide, if escape is not possible

- a. Find a place to safely hide and be silent.
- b. Turn out lights, close windows, lock doors and silence your cell phone.
- c. Barricade doors and windows with furniture and other objects.
- d. Stay low to the ground but be prepared to move.
- e. If safe to do so, call 911 and communicate with police silently. Use text messages or social media.
- f. Be prepared to fight by developing a plan if the shooter should enter your area.
- g. Gather items for self-defense.
- h. Identify methods of evacuating if the opportunity to escape occurs.
- i. Render first aid to injured if safely able to do so.
- j. Remain in place until "all clear" is released.

### #3 Fight, as an absolute last resort

- a. Act with aggression and use improvised weapons to distract and/or disarm shooter.
- b. Throw objects at shooter's head – aim for their eyes.
- c. Work together as a team if others are present.
- d. Upon use of distraction device, immediately attempt to escape or take down the shooter.
- e. Commit to action as your life is at risk.
- f. Remove the weapon from the shooter's reach and safely hide it – do not handle it.
- g. If taking down the shooter, immobilize all limbs until law enforcement arrives.

## IN CASE OF

## AN EVACUATION

1. If the situation warrants, evacuate the area immediately and call appropriate authorities.
2. Notify others on your way out.
3. Follow appropriate evacuation routes to the nearest safe exit and evacuation meeting site.
4. Notify responders of the location and names of all people that are unaccounted for.
5. Follow this Crisis Management Plan.
6. Do not re-enter until given an "all clear" signal from authorized emergency personnel.

## IN CASE OF

## NATURAL DISASTER/WEATHER EMERGENCY

Monitor local media and college/university advisories for updates.

### Severe Thunderstorm:

- Avoid outdoors and windows until storm passes.

### Tornado:

- Seek shelter immediately. Stay away from windows and exterior doors.
- Basements, interior hallways on lower floors and small interior rooms offer the best shelter.
- Watch out for flying debris.
- Cover your head and neck with your arms, put materials such as furniture and blankets around you.
- Listen to emergency services like EAS, NOAA or local alert systems.

### Winter Weather/Blizzard Conditions:

- Stay indoors or find shelter.
- If outdoors, cover exposed parts of the body, limit your time outside and wear layers of warm clothing.
- Watch for signs of frostbite and hypothermia and begin treatment right away.

### Fire:

- Report all fires to emergency services – report the incident, give your name, house address, and type of emergency.
- If fire is smaller than a small trash can, locate the nearest fire extinguisher and utilize it.
- Evacuate building, activate fire alarm and warn others.
- Use stairways. Do not use elevators unless directed to do so by emergency personnel.
- Crawl low under any smoke to the exit.
- Feel the doorknob before opening a door.
- Tell responders immediately about unaccounted for people or animals that may be inside the home.
- Stop, drop and roll immediately if clothes catch fire.
- Have a predetermined escape plan.

Monitor local media and college/university advisories for updates.

### Earthquake:

- Drop, cover, then hold on.
- Drop to your hands and knees.
- Cover your head and neck with your arms, a pillow, etc.
- Hold on to any sturdy furniture until the shaking stops. Crawl only if you can reach better cover without going through an area with more debris.
- Stay inside until the shaking stops.
- Be alert for falling debris.

### Flood:

- If outdoors, climb to higher ground, avoid walking through flood waters.
- If indoors, be ready to evacuate if directed, do not put yourself or chapter members in danger to save property.
- Evacuate if told to do so.
- Six inches of moving water can knock you down and one foot of moving water can sweep a vehicle away.
- Do not walk, swim or drive through flood waters. Turn around and find an alternate route.

### Hurricane:

- If told to evacuate, do so immediately.
- If trapped in a building by flooding, go to the highest level. Do not climb into a closed attic.
- Listen for current emergency information and instructions.
- During high winds, go to a FEMA safe room; ICC 500 storm shelter; or small, interior windowless room or hallway on the lowest floor not subject to flooding.

### Extreme Heat/Cold

If experiencing **extreme heat**:

- Find air conditioning or shade
- Avoid strenuous and high-energy activities
- Watch for heat illness
- Wear light clothing and a hat
- Drink plenty of fluids
- Never leave people or pets in a closed car
- Watch for heat cramps, heat exhaustion and heat stroke
- If the temperature outside is above 95 degrees, do not use an electric fan. Fans create air flow and a false sense of comfort but do not reduce body temperature.

If experiencing **extreme cold** or a winter storm warning:

- Stay off roads
- Stay indoors and dress warmly
- Prepare for power outages
- Use generators outside only and away from windows
- Listen for emergency information and alerts
- Look for signs of hypothermia and frostbite