



ALPHA SIGMA PHI

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CRISIS MANAGEMENT PROCEDURE

Knowing how to handle a crisis situation, regardless of severity, can help prevent further stress or consequences. Be sure to know the correct procedures for handling any situation that your chapter/provisional chapter may face.

IN CASE OF A CRISIS:

- Call 911 immediately if a life is at risk.
- Gather all of the facts (the more the better) to present situation to an advisor or Fraternity staff.
- Inform your Chapter Advisor.
- Contact Alpha Sigma Phi Fraternity Headquarters within the first hour. File an Incident Report and a staff member will respond within 24 hours. Our emergency line is 317-843-1911.
- Hold a group meeting, explain the situation, and assign responsibilities. Make sure an advisor is present.
- Continue gathering facts and report updates regularly to your advisor and to Alpha Sigma Phi Headquarters.

DO NOT ADMIT LIABILITY OR RESPONSIBILITY FOR ANY OCCURRENCE.

WHEN TO FILE AN INCIDENT REPORT:

- Hospitalization of member.
- Death of member.
- Health & Safety Violation.
- Event that could draw negative attention toward the chapter/provisional chapter or Fraternity.

IF YOU ARE UNSURE WHETHER OF NOT TO COMPLETE AN INCIDENT REPORT IT IS BETTER TO COMPLETE ONE. PROMPT REPORTING OFTEN CAN PREVENT MINOR INCIDENTS FROM DEVELOPING INTO MAJOR PROBLEMS.

WHAT DO I REPORT?

WHILE ON THE SCENE OF THE ACCIDENT OR OCCURRENCE, GET THE NAMES, ADDRESSES, AND PHONE NUMBERS OF ALL INVOLVED, INCLUDING WITNESSES, IN:

- Any incident that caused or contributed to an injury or death.
- Any demand for compensation, whether verbal or written.
- Any lawsuits or subpoenas served on you, your chapter/provisional chapter, or Alpha Sigma Phi 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 Fraternity members.

WHAT DO I DO AFTER I REPORT?

DO NOT ADMIT LIABILITY OR RESPONSIBILITY FOR ANY OCCURRENCE.

- NEVER discuss an incident with an attorney or investigator, other than appropriate law enforcement officials, without clearance from Alpha Sigma Phi Headquarters.
- The President is the spokesman to handle any questions from outsiders who might inquire about the occurrence. This should be the President or Grand Chapter Advisor.
- Instruct your brothers not to discuss incidents with anyone.
- Within 24 hours, submit a detailed written Incident 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. Amnesty will be granted if an incident is properly reported within 24 hours.
- Continue constant communications with Alpha Sigma Phi Headquarters.

HOW SHOULD I DEAL WITH THE MEDIA?

First, make sure only one designated spokesman responds to the media. This should be the Grand Chapter Advisor, or President. If the chapter is uncomfortable with that, contact Alpha Sigma Phi Headquarters and ask them to handle media inquiries on your behalf.

- Nothing is off the record.
- If you don't know the facts, don't speculate. Say that you will get the information promptly.
- Never respond with "No comment." ("I don't know" is a preferred reply.)
- Answer only questions asked. Don't volunteer information.
- Don't get frustrated or mad.
- If being taped for TV or radio, DO NOT REPEAT the question. (It can be taken out of context and broadcast as a statement of fact.)
- Don't blame anyone. Stay cooperative and united.
- Recognize and do not repeat trick questions.

WHAT CAN I DO TO PROTECT ALPHA SIGMA PHI?

Use common sense and good judgment. Do not hesitate to call Alpha Sigma Phi Headquarters with any questions. 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.

BE HONEST . . . BE FACTUAL . . . BE PROMPT!