



Crisis Management

Unfortunately, some dangerous and harmful situations occur involving brothers of the Tau Delta Phi and at times in the chapter house. When these dangerous and harmful situations transpire, it is essential that all brothers are prepared to properly handle the situation. The following information should be considered when preparing a crisis management plan at the chapter and when educating all brothers on the components of that plan.

Procedure for Reporting Chapter Incidents

Prompt reporting often prevents minor incidents from developing into major problems. Because of occasional late reporting of accidents or claims (either actual or potential), it is important to remind all chapter brothers and alumni brother volunteers about claims reporting procedures.

To report an accident or potential insurance claim, please follow these instructions:

1. If necessary, be sure that the individual(s) receive appropriate emergency care. (*Do not acknowledge responsibility or admit liability for any accident or occurrence.*)
2. Take record of names and contact information of all parties involved, including witnesses.
3. Notify Tau Delta Phi Fraternity International Headquarters – Contact the Executive Director at 702-374-1309 (24 Hour Emergency Hotline); or email: admin@taudelt.net (*Be sure to make contact with a member of the International Headquarters staff*)
4. Notify chapter alumni advisor and key alumni volunteers
5. Notify University/College officials – typically the Greek Adviser
6. [Submit online chapter incident report.](#)
7. Submit a written explanation, via email to admin@taudelt.net

Report should include:

- Name(s) of individual(s) involved in or on the scene of the incident.
- Phone numbers and addresses of those involved or present.
- Exact location of incident.
- Description of circumstances leading up to the occurrence, including time of day, if alcohol was involved, if it was in relation to an official chapter activity
- What type of treatment and emergency medical attention occurred?

Members insured under the General Fraternity insurance policy shall not, except at their own expense, voluntarily make any payment, assume any obligation or incur any expense other than for first aid to others at the time of the accident.

All guidelines for reporting accidents and potential insurance claims should be implemented in conjunction with the Fraternity's Crisis Management Plan.

Developing a Crisis Management Plan

A crisis management plan is only effective if it can be implemented the instant a crisis ensues, and it can only be implemented effectively if each undergraduate brother and alumni brother volunteer are prepared to implement the outlined steps. The entire Executive Board should review the Crisis Management Plan and be familiar with important concepts of handling a crisis. Every officer should have a copy of the Crisis Management Plan.

Be certain that all brothers in the chapter know that the Consul, Vice Consul, Custos or an alumni adviser is in charge in the case of emergency. The Consul will consult with other brothers who possess more expertise or insight, including the International Headquarters staff and college/university administration. Final instructions to chapter/colony brothers rest with the High Alpha. In the case that a High Alpha is unavailable or absent, the chapter must predetermine who assumes his responsibilities related to the Crisis Management Plan. All brothers must know who is in charge and be prepared to follow instructions.

A review of the chapter's crisis management plan should occur each term.

General Crisis Management Procedure

Close the chapter house (if applicable)

The Consul cannot give instructions and maintain control if brothers are leaving and strangers are entering. Permit only chapter brothers, alumni brothers, and appropriate officials to enter. Assign a few responsible brothers to calmly control access to the chapter house.

Notify appropriate emergency personnel.

Briefly and calmly, explain the situation so that the appropriate emergency personnel can respond.

Notify the following:

- Alumni Advisor
- Tau Delta Phi Executive Director – 702-374-1309
- Educational Leadership Consultant
- House Corporation President
- Chapter Legal Counsel
- University Greek Adviser

Assemble all brothers for a chapter meeting

Explain that there is an emergency and that the chapter house is closed. They are not to speak to anyone outside the chapter — the Consul or Custos will be the official spokesperson for the chapter. Do not discuss details, speculate on events, or otherwise project consequences. To do so would only create unrest and unnecessary upheaval. It is important for the chapter to remain calm.

Handling the media

If the news media should contact the chapter, only Consul or Custos should speak for the chapter. With the help and approval of the Consul and the International Headquarters staff, the chapter will draft a careful statement before any statement is issued to the media or will be instructed to direct all media inquiries to the director of chapter services at 317.872.8000.

In any case, the International Headquarters staff should evaluate this statement before it is disclosed. Do not release any names until an investigation has been completed and the timing is appropriate. In any emergency, use extreme tact and caution in your actions and statements to

brothers, the media, and others. Where possible litigation may follow, be extremely cautious about jumping to conclusions or speculation.

Investigating what occurred

The Consul will work in concert with the Vice Consul or Custos (or other appropriate chapter officer) and the International Headquarters staff to determine what occurred surrounding the incident.

It is important that all information is gathered and shared exercising full disclosure. Once all information is made available, appropriate follow-up actions can be determined.

Serious Injury or Death of a Brother

Do not notify the parents until after a medical or law enforcement official has done so. In the event of a serious injury or death, medical or police personnel trained in such will notify the family. The chapter should always have parent/guardian information on file for each brother and made available to proper authorities. After the family has been notified, it is appropriate for the Consul or Vice Consul to call and share concerns on behalf of the chapter.

In the event of a death, do not remove any personal items from the deceased brother's room. Do not let brothers enter the room. Temporarily move the deceased brother's roommate to another room in the house, and allow only authorized personnel to enter the room. If possible, keep the door locked. Ask the family members what their wishes are with regard to the brother's possessions. The chapter may offer to pack them in boxes, but the family will more 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 the family may want privacy.

The chapter will want to coordinate brothers' attendance at the funeral or memorial service. Along with the Executive Director, discuss with the family or the family's clergyman the possibility of conducting a Tau Delta Phi Fraternity memorial service.

In the case of serious injury or illness, find out the visitation wishes of the family and coordinate this with chapter brothers.

Remember that the General Fraternity and university officials are always available for counseling and other assistance. Do not hesitate to call for help. Individual and group counseling are strongly recommended following any crisis. No matter how well things appear to be going, counseling and other support services are both wise and appropriate.

Preparation

These guidelines are provided for you in an effort to ease the shock and provide a logical framework in the event of a crisis. Read them. Distribute them to all brothers and keep them in a readily accessible place. It is our hope that you will never have to use them. Appropriate preventive measures — fire safety, risk management, and others — could help you avoid many potential crises. By taking time to prepare and ultimately prevent tragedies, a brother's life and the chapter's life could be saved.