

Colorado State University
Interfraternity/Panhellenic Council
Crisis Management Plan

Examples of an Emergency

- The death or serious injury of a chapter member.
- A fire in the chapter house.
- Any injury or incident involving drugs and/or alcohol.
- Any injury involving a member and/or non-member at or during a chapter event.
- Any injury or incident involving a member and/or non-member that occurs at the chapter house or on the chapter property.

Fire Prevention

1. Create a rooming chart that closely resembles the floor plan of the house. List residents of each room directly on the floor plan, including pets. Next to each person's name, write relevant information that may be important in the case of a fire (i.e. Physical challenges, Blindness, etc.). Attach a copy of pertinent phone numbers to this floor chart.
2. Make two copies of this chart. Display one in a central area of the chapter house that can be taken as you leave the house in an emergency, and give one to your next door neighbors, even if it is not a Greek chapter house.
3. At least once every semester, the chapter should hold a times fire drill. This includes everyone knowing his or her exit and using it. Drills should be done over and over until an acceptable amount of time is met.
4. Escape routes for each, individual room in the facility, should be permanently affixed to the back of that room's door and never removed unless to be updated or replaced by a new one.
5. On a semester basis, the chapter should have a presentation by the Fort Collins Fire Department (Poudre Fire Authority) on safety and prevention.
6. Each year, make sure your facility has been inspected by the Fire Department and you have made all required changes.

Fire Safety:

Procedures to follow in the Event of an Actual Fire:

Should a fire break out; you will need to assist the fire department in determining if anyone was left in the house and where they might be found. The floor plan is helpful because in an emergency, it is difficult to recall all of the names and rooming situations of your chapter members.

1. Stay calm: if you are panicking, others will too.

2. You must know who is in charge. Procedures are most efficient when there are pre-designated people performing each necessary task. This is the best way to avoid conflict.
3. Call 911
4. Identify a common meeting place outside the house in the case of fire. From the assigned exit, all people meet in this spot when safely out of the house.
5. When at the meeting spot, a copy of the rooming list should be available and roll should be taken. Note who is missing and what the probability is they are still in the house. This should be done quickly and efficiently.
6. One pre-determined chapter member would transmit information to the fire department while the other assigned members begin calling names for roll call. Meanwhile, other pre-determined officers should begin calling the following individuals:
 - a. 911 emergency
 - b. Director of Greek Life
 - c. The chapter advisors
7. Keep chapter members together. Under no circumstances should any chapter member return into the burning building.
8. Upon arrival, the University officials and the chapter advisor will begin to make temporary living arrangements, as necessary.
9. Establish lines of authority. In cases of emergency, the fire department and/or police will not deal with numerous people giving instructions.

In an Emergency of Tragedy:

Procedures to follow in the event of an emergency or tragedy:

An emergency of tragedy is an event other than a fire. The following are list of steps to follow in the event of a tragedy in your chapter, in this case with some additional steps on the death of a chapter member.

- 1) Who is in charge: Prior to any emergency, members should know that the president is in charge of all emergency situations, including those involving serious injury or death? Likewise, membership chain of command comes into play when the president is absent. The president may consult with other members, but all final decisions rest with the president.
- 2) Close the facility: Close the chapter house at once. Assign specific members to phone other members and to guard the entrance to the chapter facility. It is difficult for the president to give instructions when people are entering and leaving the building. If you does not have a house or a facility, identify a common meeting place. Try to keep people off the phones so no one gives out any information before the president gives a complete and accurate statement. Permit ONLY members and appropriate officials to enter the facility.
- 3) Call for Assistance: If you have not already called for emergency assistance, the president should call 911 and provide dispatcher with the complete information on the situation. Stay as calm as possible and remember to tell them you are a chapter official and ask them to notify CSU. In a serious situation, the second call to make is to your chapter advisor or

member of the House Corporation. It is wise to know the name and phone number of the advisor you will call before an emergency takes place. You can call the CSU Crisis Team, Road House 491-5744, at this time; they are available at any time of the day or night for support or help in an emergency.

- 4) Assemble the members: Depending on the situation, this may be inside or outside your chapter facility. This meeting may need to include out of house members and new members. Explain to them that there is an emergency and the chapter house is closed (no one other than chapter members and appropriate officials to be admitted). Tell the membership that nobody is allowed to speak with the press, or any other non-member about the situation until they are instructed that the situation has been fully assessed. There are to be no outgoing phone calls from the chapter house. In the case of a suicide attempt, do not assemble your members or notify parents. It is still necessary to notify your chapter advisor and emergency officials/campus crisis team.
- 5) Do not notify the parents: In the event of a serious accident, illness or death, the medical personnel will notify the parents and advise them of the student's condition. For this reason, the chapter should always have emergency notification information for all of the chapter members readily available. In the case of death, do not remove any personal items from the deceased person's room. Only authorized personnel (emergency officials, police, etc.) are allowed to enter the room; if possible, keep the door locked. Ask the family members what their wishes are in regards to the members possessions. Temporarily move any roommates out of the room.

Definition of a crisis

- 1) Common Elements of Any Definition of a Crisis:
 - a. Emotional reaction of an individual or groups of individuals
 - b. Decisive moment or turning point
 - c. Loss of threat of loss, a radical change in a relationship with self or others
 - d. Individual in crisis is temporarily unable to cope.
- 2) Common Characteristics of a Person in Crisis:
 - a. A lower span of attention, focusing on the immediate situation with a restriction of the setting in which the problems occurs. (Physically unable to think about anything else).
 - b. An introspective glance: one in a crisis might look at themselves in search of an explanation for or a reason the event occurred and how they might personally resolve the conflict. Because resolving this conflict alone is usually impossible at this point, the individual will also experience fear, anguish and both internal and external stress.
 - c. A person in crisis is much more open and amiable to outside intervention than at times of stable functioning.
 - d. A person in crisis will often portray a great deal of testing behavior, much of which is impulsive and unproductive.

- e. For some in crisis, there is a seemingly inability to control emotional responses. They appear to be calm and collected, but they are actually very unstable at the time.
- f. The interpersonal relationships of the individuals in crisis change. Initially, they may be involved with others; later, they become less aware of their surroundings, and they begin to see everyone else in terms of their ability to solve problems.
- g. A great deal of searching behavior in an attempt to solve the problems by looking for anything in the environment that may help in the resolution of the problems.
- h. Often individuals in crisis have a great deal of pertinent information about the problem, but this information is usually in a very disorganized state and therefore is not very useful in solving the problem.

Crisis Management vs. Intervention

Crisis Management: A crisis has occurred and the goal is to keep chaos from escalating. This includes gathering information, notifying authorities, and referral to professionals who can help.

Crisis intervention: Implies more active involvement from a helper. This includes the journey through an action plan.